**Job Description**

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| **Job Title: Registration Officer – Appointments** |
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| Grade: Scale 6 |

**Overall purpose of the job**

In accordance with current legislative requirements and County Council standards, the post holder will carry out all customer facing appointments for Cambridgeshire Registration Service. The post holder will have a good understanding of statutory and non-statutory Registration Services and will be skilled in delivering excellent customer service. The post holder will also act as Deputy Registrar and Deputy Superintendent Registrar, when required and make sure the Registration duties are delivered in full compliance with legal, national and local requirements.

**Main Accountabilities**

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| 1. | **Customer Appointments**   * Register births, stillbirths and deaths (including re-registrations and corrections). * Take birth and death declarations. * Take notices of marriage and civil partnership, dealing with customer queries that arise regarding ceremony content etc during notice appointments. * Carry out “special circumstances” registrations and / or notice taking such as Registrar General’s Licences, registrations for housebound or detained persons and out of hours registrations. * Maintain current knowledge of registration law and procedures. |
| 2. | **Clerical and Administration**   * Carry out all associated administrative tasks associated with the role. * Collect card payments from the public, in accordance with Cambridgeshire County Council and General Register Office requirements. * Provide advice and information on registration issues to members of the public. * Work with colleagues to ensure that standard county-wide processes are effectively implemented, escalating to managers, when required. |

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| 3. | **Health & Safety**  • Take action to reduce the risk to oneself and others.  • Contribute to maintaining a healthy and safe working environment. |
| 4. | **General**   * Train, support and mentor less experienced colleagues as required. * Ensure understanding of core business of the Registration Service. * Maintain the information systems and ensure accuracy of data. * Contribute to the management and development of the Service, providing operational backup and continuity as required. * Undertake other tasks and responsibilities as required to support the delivery of the Registration Service. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for the job position

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Key Skill Level 2: 5 GCSEs at Grade C or above; NVQ level 2; or equivalent | **Including English Language and Maths** | **Essential** |
| Key Skill Level 3: 2 ‘A’ levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent |  | **Desirable** |
| Previous relevant work-based Registration Officer experience |  | **Desirable** |

Minimum levels of knowledge, skills and experience required for the job position

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| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **KNOWLEDGE** |  |  |
| **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. | Essential |
| **Public Speaking** | Able to demonstrate a calm, confident delivery and the ability to be empathetically assertive and articulate. | Essential |
| **Confidentiality** | Demonstrate a clear understanding of the requirement for confidentiality. | Essential |
| **Equal Opportunities** | Demonstrate equality of opportunity in delivering services, and support colleagues to achieve the same. | Essential |
| **Financial Accounting** | Experience of accurate collection and accounting of card payments, and associated banking procedures. | Desirable |

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| **Registration Law and Practice** | Knowledge of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service. | Desirable |

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| **SKILLS** |  |  |
| **Teamwork** | Able to work effectively with others to deliver services, working flexibly to meet demands of the Service. | Essential |
| **Planning and Organising** | Excellent time management with the ability to prioritise workloads and achieve deadlines. | Essential |
| **Communication** | Excellent written / verbal communication skills including good keyboard skills, attention to detail and accuracy with good spelling and neat, legible handwriting. | Essential |
| **Customer Focus** | Demonstrate a customer focussed approach to delivering a high standard of Service. | Essential |
| **Cambridgeshire Behaviours** | Constantly exhibit appropriate Cambridgeshire Behaviours. | Essential |
| **Service Development** | Working with and supporting management to continually develop and improve the Service. | Desirable |
| **Information Technology** | Familiarity with using Microsoft software packages. | Desirable |

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| **EXPERIENCE** |  |  |
| **Customer Service** | Practical experience of dealing directly with the general public in a customer service environment, delivering a high standard of Service. | Essential |
| **Registration Law and Practice** | Practical experience of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service. | Desirable |

**Disclosure Level**

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| What disclosure level is required for this post? | None | Standard |
| Enhanced | Enhanced with barred list checks |

**Work Type**

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| --- | --- | --- | --- | --- |
| What work type does this role fit into?  The work needs to be carried out at one of the Registration Offices, with operational requirements dictating which one on any given day.  **Please note the role requires the ability to travel to other Registration offices in the Cambridgeshire Registration District.** | Fixed  x | Flexible | Field | Home |