**Job Description**

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| **Job Title : Ceremony Officer Team Leader** |
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| Grade: Scale SO1 |
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**Overall purpose of the job**

1. In accordance with current legislative requirements and County Council standards, ensure appropriate staffing for the delivery and registration of all ceremonies including short notice cover requirements.
2. The post holder will be a technical expert with a thorough understanding of statutory and non-statutory services and will be responsible for the training and development of colleagues to an agreed standard of excellence in technical and customer service areas.
3. **To build and maintain good working relationships with stakeholders including customers, licensed venues, clergy, service providers and others and provide support wherever required**.

# Main accountabilities

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|  | **Main accountabilities** |
| 1. | **People Management**   * Line manage and supervise Ceremony Officers, carrying out regular conversations to manage the performance, development, and motivation, in line with CCC policies and procedures – including absence and disciplinary * **Support the recruitment of, and provide training for, new and existing Ceremony Officers** * Plan, **monitor, and direct** the deployment of available staffing resources to ensure efficient and effective customer focused services that meet advertised service levels * Pro-actively handle unplanned absence within the team, including being on-call in the event of sickness or as otherwise required **(as part of a rota with the other identical post holders) to deal with absence reporting and operational issues** * Manage effective communication across the team of Ceremony Officers and work with the management team to ensure good communication and consistency across the service * Provide positive leadership and motivation to staff, helping them to achieve high standards and a high level of customer service * Plan, co-ordinate, and **deliver** training for staff, including an annual workshop for all Ceremony Officers, to meet identified training needs, and provide information on new legislation or legislative changes which impact on the Ceremony Officer function. |
| 2. | **Operational Management**   * Plan, organise and manage the deployment of staffing resources to ensure all ceremonies are staffed appropriately * **Ensure the Ceremony Officers are equipped with the necessary paperwork and resources to enable them to fulfil their ceremony duties** * Ensure that standard county-wide processes are effectively implemented and operated locally to meet customer’s needs, escalating to managers as required * Ensure Ceremony Officer pay claims and expenses are submitted on ERP wherever possible, reviewed, and authorised in line with CCC policy and associated deadlines * **Act as first point of contact for Ceremony Officers and approved venues to provide technical support and advice** |
| 3. | **Quality Assurance**   * **Assess the** professional and customer care skills of all staff through regular inspections, **through monitoring customer comments and through open communication with approved venues,** using guidance provided, providing feedback to other line managers where relevant * **Audit ceremony schedules to ensure accuracy of staff work and compliance with relevant legislation** * **Collate, check, and submit Civil Partnership Schedules and Civil Partnership to Marriage Conversion Declarations to the General Register Office (GRO), producing and issuing regular reports to Management as required** * Awareness of the legal, financial, and reputational impact when planning and supporting service delivery * Provision of appropriate coaching and mentoring to individual staff * **Carry out audit duties to maintain control of SR stock, and Marriage and Civil Partnership schedules** * Ensure that any key local issues regarding premises are brought to the attention of the Management team and addressed appropriately * **Carry out full and in-depth inspections of approved venues and provide feedback on their adherence to required standards and procedures** |
| 4. | **Registration / Ceremonies**   * **Register and conduct** civil marriage ceremonies and civil partnership ceremonies in accordance with the relevant Acts * **Register** religious ceremonies * **Take Notices of Marriage or Civil Partnership for “special circumstances” events such as Registrar General’s Licence ceremonies** * **Manage “special circumstances” events, from initial enquiry, through to delivery of ceremony** * **While on-call as part of the rota, act as first point of contact for Contact Centre, Hospice and Hospital enquiries relating to time sensitive end of life ceremonies**      * **Deliver** additional ceremonies - such as renewal of vows, baby naming and citizenship * **Offer guidance surrounding marriage and civil partnership correction processes and required documentation** * Maintain current knowledge of relevant marriage and civil partnership legislation * **Provide support on ceremony enquiries when requested by colleagues within the Appointments and Support Teams** |
| 5. | **Health & Safety**  • Take action to reduce the risk to self and others  • Contribute to maintenance of a health and safe working environment   * **Ensure all relevant ceremony related Health and Safety guidance is shared with approved venues and religious establishments.** |
| 6. | **General**   * Work with the Ceremony Operations Manager to organise, plan and deliver the Annual Workshop for all Ceremony Officers. * Work with the Management Team to implement shared use of resources and services with appropriate partners, such as neighbouring Local Authorities. * Maintain understanding of core business of the Service and maintain liaison with teams throughout CCC as required. * Maintain the Council’s / team’s 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 assist the delivery of Council services. |

**Person Specification**

**Qualifications, knowledge, skills, and experience**

Minimum level of qualifications required for this job

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| **Qualifications Required** | **Subject** | **Essential/**  **Desirable** |
| Key Skill Level 2: 5 GCSEs at Grade 4/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 ceremony/ceremony officer experience(obtained in the past 3 years) |  | **Desirable** |

Minimum levels of knowledge, skills and experience required for this job

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| **Identify** | **Describe** | **Essential/****Desirable** |
| **Knowledge** |  |  |
| **Customer Service** | Confident understanding of dealing directly with the general public in a customer service environment, delivering a high standard of service | Essential |
| **Confidentiality** | Demonstrate a clear understanding of the requirement for confidentiality and have experience of dealing with confidential information and situations. | Essential |
| **IT Skills** | **Proficient working knowledge of Windows and Microsoft packages (including Word, Excel, Email, and Internet)** | **Essential** |
|  | **Knowledge of council and registration specific software** | **Desirable** |
| **Equal Opportunities** | Demonstrate equality of opportunity in delivering services, and support colleagues to achieve the same | Essential |
| **Registration Law and Practice** | Knowledge of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service | Desirable |
| **Skills** |  |  |
| **Public Speaking** | Proficient in verbally delivering ceremonies and training in a calm, confident manner to large groups of people | Essential |
| **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 attention to detail and accuracy with good spelling and neat, legible handwriting | Essential |
|  | **Proven skill in providing a sensitive and personalised service to customers and to maintain good working relationships with other teams and partners** | **Essential** |
| **Cambridgeshire Behaviours** | **Constantly exhibit appropriate Cambridgeshire Behaviours** | **Essential** |
| **Customer Focus** | Demonstrate a customer focussed approach to delivering a high standard of service | Essential |
| **Resilience** | **Demonstrative ability in resolving problems as they arise, knowing when to seek guidance, and the ability to work under pressure in stressful situations whilst always remaining professional and courteous, including when delivering unwelcome news** | **Essential** |
| **Personal Development** | Committed to ongoing personal and role development | Essential |
| **Service Development** | Working with and supporting management to continually develop and improve the service | Essential |
| **Experience** |  |  |
| **Public Speaking** | Able to demonstrate a calm confident delivery and the ability to be authoritative, and articulate, in addressing large groups of people | **Essential** |
| **Customer Service** | Practical experience of dealing directly with the general public in a customer service environment, delivering a high standard of service | Essential |
| **People Management** | **Knowledge, understanding and experience of managing and motivating individuals and developing teamwork** | **Essential** |
| **Operational Support** | **Experience of drafting rotas and deploying staff to ensure that the service is delivered effectively and efficiently** | **Essential** |
| **Registration Law and Practice** | Experience of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service | **Desirable** |
| **Service Development** | **Experience of collating, monitoring, and interpreting data, to identify trends to aid in developing the 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?  Whilst most work needs to be carried out at one of the Registration Offices or at any of the Approved Premises, some of it can also be done remotely, including from home. | Fixed | Flexible  **x** | Field | Home |