**Job Description**

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

**Overall purpose of the job**

In accordance with current legislative requirements and County Council standards carry out all customer facing appointments, including short-notice cover requirements. The post holder will have a good understanding of statutory and non-statutory services and will be skilled in delivering relevant technical and customer services. Hold the roles of Deputy Registrar and Deputy Superintendent Registrar and make sure the functions are discharged in full compliance with legal, national and local requirements.

# Main accountabilities

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|  | **Main accountabilities** |
| 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 County 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 and operated locally to meet customer’s needs, escalating to managers as required. |
| 3. | **Health & Safety**  • Take action to reduce the risk to self and others  • Contribute to maintenance of a health and safe working environment |
| 4. | **General**   * Train, support and mentor less experienced colleagues as required * Ensure understanding of core business of the Service * 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 support 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 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 this job

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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 authoritative, and articulate, including addressing large groups of people | Essential |
| **Financial Accounting** | Experience of accurate collection, handling and accounting for cash, debit / credit card and other sources of income, and associated banking procedures | 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 |
| **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 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 |
| **Experience** |  |  |
| **Registration Law and Practice** | Experience of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service | Desirable |
| **Customer Service** | Practical experience of dealing directly with the general public in a customer service environment, delivering a high standard of service | Essential |

**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 | Fixed  x | Flexible | Field | Home |