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 Overall purpose of the job

To be responsible and accountable for “on the day” delivery of ceremonial events in Registration Offices and Approved Venues. To perform the statutory functions of registering and conducting Marriage /Civil Partnerships and Citizenship Ceremonies together with other non-statutory functions including Renewal of Vows, Naming ceremonies and other celebratory ceremonies. To deliver excellent customer service to all customers to ensure they have a memorable and special experience while adhering to the law and protecting and enhancing Northamptonshire County Council’s reputation.

 Main accountabilities

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|  | **Main accountabilities** |
| 1. | **To attend and conduct ceremonies in a dignified manner in accordance with the statutory procedures of the General Register Office, making sure these procedures are adhered to and the ceremony is completed legally.****Conduct all marriages and Civil Partnerships within the District ensuring all declaratory and contracting words are spoken by both parties. All without direct supervision.** |
| 2. | **Carry out checks from a legal and procedural standpoint to ensure that the couple are free to marry or form a civil partnership immediately prior to the****ceremony.** |
| 3. | **Complete the marriage schedule. The schedule must be completed in accordance with the process and procedure of the General Register Office. They will be required to issue non statutory commemorative certificates to give the customer a lasting memento of their special day. Undertake authorised amendments to the records.** |
| 4. | **Act as an ambassador, ensuring all parties are at ease, comfortable and fully aware of the procedures and implications, whilst maintaining a high standard of customer care, in accordance with the service’s aims and West Northamptonshire Council’s Customer care policies. Ceremony Officers must also protect the reputation of West Northamptonshire Council at all times.** |
| 5. | **Maintain safe custody of all documents regarding entries for marriages and Civil Partnerships, secure keys to premises. Ensure data protection is maintained at all times.** |
| 6. | **Liaise with venue staff to check licence information at approved venues ensuring venue / room is legally compliant prior to ceremony, for example room****layout, capacity, safety, adequate signage, lighting, working environment, having the final say on outside structure ceremonies weather permitting to ensure that the ceremony is legally compliant with the rules of the General Register Office.** |

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| 7. | **Ensure that supporting information is completed and passed to appropriate parties in a timely fashion.** |
| 8. | **Assist with the promotion, marketing and development of the Registration Service, and other County Council services to support West Northamptonshire Council’s overall income generation targets.** |
| 9. | **Take responsibility for keeping up to date with changes to process, and legislation to ensure staff conduct ceremonies that are legally compliant in line with the council’s and General Register Office’s process and procedures. Ensure promotion of equal opportunities.** |

**Person Specification**

 Qualifications, knowledge, skills and experience

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| **Qualifications Required** | **Subject** | **Essential/ Desirable** |
| Educated to GCSE grade C or equivalent. | English and Maths | **E** |
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Minimum levels of knowledge, skills and experience required for this job

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|  | **Essential/ Desirable** |
| **Knowledge** |  |  |
| Customer Service Excellence | * A proven understanding of customer expectations and promoting a high quality service.
 | E |
| Policies & Procedures | * A thorough understanding of registration legislation.
 | E |
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| **Skills** |  |  |
| Communication | * Excellent interpersonal, written and oral communication and presentation skills.
* Ability to communicate and work collaboratively with a wide range of individuals, staff and customers.
 | EE |

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|  | * Confident and able to communicate with a wide range of people
* Ability to handle customers who are challenging for a range of reasons and show empathy and care or hold firm in certain situations.
 | EE |
| Flexibility | * Be able to work flexibly and to be able to travel across the county as required.
 | E |
| Decision Making | * Ability to use own initiative and make logical decisions to achieve objectives.
* Ability to think on one’s feet.
* Ability to interpret complex regulations.
 | EE E |
| Motivation | * Self motivating and enthusiastic
 | E |
| Delivery and presentation | * Ability to command an audience and present professionally and clearly.
 | E |
| Organisational | * Ability to work to tight timescales when appointments overrun or clients are challenging.
* Tackle issues and ensure agreed priorities are delivered
* Able to work with minimum supervision.
 | EEE |
| General skills | * Good numeracy skills.
* Good literacy skills
* IT literacy.
* Willingness to learn and develop skills.
 | E E E E |
| **Experience** |  |  |

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| Customer Service | * Experience of handling large groups.
 | E |
| Integrity | * Experience of managing monies, stock, valuables and evidence.
 | E |
| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs
 | E |