

WHERE  
CAREERS  
**THRIVE**

**When potential  
is unlocked,  
talent *thrives***



West  
Northamptonshire  
Council

Job description and person specification

## **Registration Service Customer Advisor**

Registration Service, Legal and Democratic

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.



West  
Northamptonshire  
Council

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

## **Purpose and impact:**

To provide administrative support to customers and colleagues in a busy office environment. The job will entail undertaking the full range of front-line customer service contact activities and associated administration and back-office activity to enable the service to carry out its day-to-day business. The job requires extensive use of office software packages (EG Word, Excel, Outlook, internet, Registration Service System) and assisting with the development of new procedures and processes designed to improve the efficiency of the service. The job also requires a high standard of customer care and extensive customer contact (telephone and e-mail). With administrative support to other areas of the Registration Service such as, management, Copy Records office, or Coroners etc. Requirement to process monetary transactions and responsibility for processing service-related applications such as Registrations and corrections, handling original customer documents.

## **Accountable to:**

This role is accountable to the Customer Advice Team Leader, the role sits within Registration Services, part of Legal and Democratic services Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Deliver the processes required to ensure that all customer's ceremonies and events are properly booked, recorded, confirmed, and co-ordinated. Examples of ceremonies would include weddings, civil partnerships, renewal of vows, naming and citizenship, including taking customer payments
2. Be the first point of contact and resolve customer queries at the first point of contact either through face to face, telephone, or e-mail contact.
3. Provide advice on the legal requirements to customers seeking statutory services (birth, death and marriage/civil partnerships)
4. Administer all customer financial transactions in an accurate and timely manner to ensure the Registration Service receives the correct payment at the appropriate stage in the ceremony process.
5. Support in the collation and prepare Citizenship applications and booking ceremonies for successful applicants.

6. Provide administrative support to the Management Team. Updating customer records, assisting with calls, emails, and post from the general public/internal external and external stakeholders. Preparation of documents for approval and processing for Re-registration/Correction applications, Birth/Death requisitions. Processing customer refunds.
7. Receive information from other agencies and advising staff, under the direction of a manager, of any changes required and/or acting as a central contact point for service queries.
8. Maintain and update excel and system bases databases as necessary.
9. Maintain at all times a high standard of customer care with all customers and staff, in accordance with the service's aims and the Council's customer care policies.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> <li>• Able to promote the Registration Service in a professional and business-like manner with diverse groups of both internal and external customers.</li> </ul>	E	A, I,
<ul style="list-style-type: none"> <li>• High standard of spoken and written English, with clear and legible handwriting.</li> </ul>	E	A,
<ul style="list-style-type: none"> <li>• High standard of numerical competence.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Responds positively to fluctuations in workload caused by external events or customer demand.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Experience of control over security stock and confidential information.</li> </ul>	D	A, I
<ul style="list-style-type: none"> <li>• Works methodically with attention to detail.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Demonstrate commitment to personal development, including the ability to attend training courses which may be away from the office or be on-line.</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Present information clearly, concisely in an appropriate manner.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Ability to negotiate and influence people in order to solve problems or provide alternatives</li> </ul>	E	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> <li>• Knowledge of the Registration Service.</li> </ul>	D	A, I

Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> <li>• Front line Customer care experience within in a very busy environment.</li> </ul>	E	A, I,

<ul style="list-style-type: none"> <li>• Significant Office software experience EG using Word, Excel, Mail Merge Outlook, Internet and Customer management system.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Experienced in working in a team environment with colleagues of differing abilities.</li> </ul>	E	A, I
<ul style="list-style-type: none"> <li>• Communicate effectively with customer and colleagues at all levels, verbally and in writing.</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Proven track record of accurately inputting data.</li> </ul>	E	I
<ul style="list-style-type: none"> <li>• Experience of working in a very busy general office setting with direct customer contact.</li> </ul>	E	I, A
•		

Education, training and work qualifications:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> <li>• GCSEs at Grade C or above (including English and Maths) or equivalent qualification.</li> </ul>	E	A,
<ul style="list-style-type: none"> <li>• RSA II Word processing or a proven ability to type accurately.</li> </ul>	E	A,
<ul style="list-style-type: none"> <li>• Will undertake further training, as appropriate,</li> </ul>	E	I,

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include**  
***Registration Service Disqualifications form.***

## Day-to-day in the role:

<b>Hours:</b>	22 hours per week	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	WNC Band 3	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£26,914-£27,781		

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that when fully trained there will be the potential to work remotely when not working from an office (including from home). Days and hours assigned by the team leader.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent thrives

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

