

|   |   |                  |
|---|---|------------------|
| <b>Title</b><br><b>Registration Support Officer</b>   | <b>Department</b><br><b>Adult Social Care, Health and Public Protection,</b><br><b>Registration &amp; Celebratory Services</b>  | <b>Post Ref.</b> |
| <b>Job Purpose</b><br>To provide vital clerical and administrative support to registration service colleagues and exceptional customer service to the public and stakeholders   |   |                  |
| <b>Key Responsibilities</b><br><br>1. Work to defined business standards and processes, performing routine as well as job specific tasks<br>2. Provide exceptional standards of customer service, and advice and guidance, to the public, stakeholders, colleagues and others, on business processes and operational service issues<br>3. Undertake all duties regarding the production of copy certificates to the public and relevant agencies, ensuring a high standard of accuracy, efficiency and confidentiality<br>4. Create and manage information relating to statistics, finance, customers or other service requirement<br>5. Be responsible for purchasing and procurement, including the monitoring and ordering of registration stock<br>6. Process bookings and payments for ceremonies and other services<br>7. Assist, where required, with financial processes e.g. maintenance of petty cash account<br>8. Assist in the preparation of materials for registration activity, including ceremony information and related documentation<br>9. Monitor property issues and raise maintenance and repair requests as directed by line manager<br>10. Assist with promotion and marketing of the Service, taking every opportunity to raise the profile of the Service. | <b>Key Accountabilities</b><br><br>11. Comply with General Register Office New Governance procedures for registration and celebratory services.<br>12. Ensure a high level of accuracy of work undertaken<br>13. Observe strict rules of confidentiality and data protection issues at all times<br>14. Ensure that correct health and safety processes and regulations are followed and alert the appropriate manager to ensure compliance<br>15. Manage and prioritise workload by working efficiently and effectively in a team and to support operational services<br>16. Demonstrate awareness and understanding of equal opportunities and peoples' needs and requirements, using appropriate language and behaviour<br>17. Adhere to the Council's financial regulations |                  |
| <b>The post holder will perform any duty or task that is appropriate for the role described</b>   |   |                  |

## ***Person Specification***

### ***Education and Knowledge***

1. Good literacy and numeracy skills
2. Well organised, with legible handwriting and able to work at a fast pace whilst maintaining quality and accuracy of work
3. Evidence of accounting accurately for money and official documents
4. Evidence of using a range of IT systems, including Microsoft Office, email and internet

### ***Experience***

9. Experience of data input and data management, ensuring accuracy and confidentiality.
10. Experience with IT, internet and common business support packages, including word processing and spreadsheets
11. Experience of minute and note taking
12. Experience of providing information to customers using good communication skills
13. Experience of taking and recording of payments
14. Experience of using defined business processes, following guidance and set regulations, as well as working efficiently on own initiative
15. Good understanding of data protection issues. Proven experience in maintaining confidentiality of sensitive/personal information.

### ***Personal skills and general competencies***

5. Puts into practice the Council's commitment to excellent customer care.
6. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
7. Works well with colleagues but also able to work on their own initiative
8. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

### ***Role Dimensions***

16. Provide exceptional customer service as first point of contact for all registration service customers and stakeholders
17. Responsible for maintaining registration records in accordance with statute and registration guidelines
18. Responsible for accurate handling and accounting of all financial transactions
19. Represent NCC in a professional and business-like manner
20. No line management responsibilities

*Please attach a structure chart*

Date 31.5.2016

Tier 7 - Frontline Roles