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| <b>Title</b><br><b>Ceremony Officer</b>   | <b>Department: Place</b><br><b>Registration &amp; Celebratory Services</b>   | <b>Post Ref.</b> |
| <b>Job Purpose</b><br>To perform the statutory functions necessary to conduct and register marriage, civil partnership and citizenship ceremonies in register offices and approved premises. To perform non-statutory ceremonies including renewal of vows, naming, civil funerals and memorials.   |  |                  |
| <b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Provide exceptional standards of customer service to the public, stakeholders and colleagues.</li> <li>2. Conduct ceremonies in line with statutory responsibilities and service standards in register offices, premises licensed for ceremonies, or other locations.</li> <li>3. Accurately and neatly record the legal information required in registers and issue relevant certificates within time limitations. Account for stock in accordance with statute.</li> <li>4. To welcome, manage and direct customers at ceremonies.</li> <li>5. Ensure payments are received, recorded and accurately accounted for.</li> <li>6. Assist with promotion and marketing of the Service, taking every opportunity to raise the profile of the Service.</li> <li>7. Be prepared to work across the county if necessary, to cover periods of sickness and holidays.</li> </ol> | <b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. Comply with General Register Office New Governance procedures for registration and celebratory services.</li> <li>2. Carry out duties within the legislation for marriages, civil partnerships and citizenship ceremonies.</li> <li>3. Manage registration security stock in accordance with relevant legislation and guidance, ensuring adequate supplies and security.</li> <li>4. Carry out ceremony duties in line with health and safety procedures and alert manager of any potential compliance issues.</li> <li>5. Demonstrate awareness and understanding of equal opportunities and peoples' needs and requirements, using appropriate behaviour and language.</li> <li>6. Adhere to the Council's financial regulations.</li> </ol> |                  |
| <b>The post holder will perform any duty or task that is appropriate for the role described</b>   |  |                  |

**Person Specification****Education and Knowledge**

1. GCSE/NVQ2 or equivalent in Maths or evidence of good standard of basic arithmetic.
2. GCSE/NVQ2 or equivalent in English or evidence of high standard of written and spoken English with clear, legible handwriting.
3. Able to account accurately for money and official documents.
4. Evidence of ability to use a range of IT systems, including Microsoft Office, email and Internet.

**Experience**

9. Experience of public speaking/presenting and ability to command the attention of a large audience.
10. Proven customer service skills, including dealing with difficult customers.
11. Ability to demonstrate empathy and sensitivity in conflict and emotive situations.
12. Experience of understanding and applying complex legislation, regulations or set guidelines and instructions.
13. Good understanding of data protection issues. Proven experience in maintaining confidentiality of sensitive/personal information.
14. Experience of working efficiently using own initiative as well as following instructions.

**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**

15. Demonstrate a good standard of accuracy and responsibility in accounting for receipt of payments and stock control for legal documents.
16. Represent the Council in a professional and business-like manner, and in accordance with the highest customer service standards.
17. Experience in working with customers in a wide range of situations, able to be sensitive whilst maintaining professionalism.
18. Full driving licence and access to a vehicle - travel between ceremony venues is essential.

Date 29/01/2020

Tier 7 - Frontline Roles