JOB DESCRIPTION - CORPORATE SERVICES

IDENTIFICATION

Post Title:	Registrations Assistant	Post Ref:	354017
Section:	Registrars	Grade:	4
Responsible to:	City Registrar		
Responsible for:			

JOB PURPOSE

To be first point of contact for and facilitate all customers and members of the public using the registrars office and provide full specialist administrative and data support to the city registrar and his/her assistants.

PRINCIPAL WORKING CONTACTS

City Registrar
Registrars
General Public
Registrar General

MAIN DUTIES

Registration Services Duties

Using the appropriate computerised registration record system input and amend historical records, ensuring all registration procedures are adhered to, check updated information and print amended certificates.

Ensure marriage details are entered into the appropriate computerised package, marriage schedules printed, and names and date of marriage placed on the list of intended marriages and produce certificates of no impediment, as required.

Ensure all marriage certificate details are correct and have been signed prior to posting.

Act as first point of contact for customers within the registrars and direct them as required dependant on their enquiry.

Produce and copy birth, marriage and death certificates.

Control flow of members of the public to the Registrars

Finance and Ordering Duties

Process cash, cheque and credit card payments for certificates, in accordance with laid down financial and administrative controls of the Council.

Maintain the Registrars petty cash system

Order and maintain stationery levels for the Registrars.

General Office Duties

Uplift and distribute incoming mail, ensure all outgoing mail is despatched in line with laid down deadlines and record details in postages book as required.

Act as first point of contact for telephone enquires to Registrars and if required refer caller to appropriate Registrar, ensuring message is passed on if the Registrar is not available/

Undertake all general office duties for Registrars, eg production of letters and reports ensuring accuracy.

Ensure documentation is filed accurately in line with laid down procedures.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Registrations Assistant

DEPARTMENT/SECTION: Corporate Services - Legal and Democratic Services

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 4s, to include English and Maths	HNC or equivalent in a relevant administrative field	Application/ Interview
RELEVANT WORK/OTHER EXPERIENCE	Proficient in the use of computer software, including Excel and Word. Experience of working with the customers	Experience in dealing with enquires by telephone in a comprehensive and efficient manner	Application/ Interview
PARTICULAR SKILLS/ABILITIES	Ability to learn quickly Ability to work as part of team and with minimum supervision. Good organisational, communication and numerical skills. Ability to work under pressure Ability to prioritise tasks taking into account imposed deadlines.	Thorough and methodical approach to problem solving and all work tasks.	Application/ Interview
PERSONAL QUALITIES	Pleasant, friendly and outgoing nature. Excellent customer service skills Must enjoy working with the public Empathy with customers	Ability to deal with sensitive and emotional issues, due to the nature of the enquires form the customers.	Application/ Interview
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Flexible attitude		Application/ Interview