Role Profile

Post Title:	**Customer Services Adviser / Assistant Registrar**
Grade:	**5**
Date Created:	**22nd July 2026**

ROLE DEFINITION

To handle customer enquiries across a variety of services including Registration of births, deaths and marriages from citizens of North Ayrshire to a high standard of customer care.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.

- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Handle customer enquiries through appropriate communication regarding various North Ayrshire Council services to a high standard of customer care. This will require efficient operation of Contact Centre telephony equipment.

- Register births, stillbirths, deaths, marriages and civil partnerships, together with the compilation and return of relevant statistics to the General Register Office and internally within the Council.

- Prepare and issue certificates and extracts in relation to births, stillbirths, deaths, marriages and civil partnerships, accurate in every detail and advise, process and issue the appropriate documentation in relation to legal preliminaries to marriage and civil partnership.

- Hold authorisation to solemnise civil marriages and to conduct civil partnership, naming, citizenship and renewal of marriage vows ceremonies and to assist with their conduct at registration offices to approved venues both during and outwith office hours.

- Provide emergency cover over public holidays as required.

- Staff main council reception desks, handling basic enquiries and providing signposting to customers.
- Utilise and update IT systems and databases to deal with customer enquiries and requests.
- Liaise between front and back office functions as required.
- Produce and issue forms or correspondence for a variety of services.
- Contact customers on a variety of matters as required e.g. outbound calls by customers request, conducting customer satisfaction surveys.
- Undertake regular learning and development in order to keep up to date with the knowledge required to advise on services.
- Provide feedback to the Team Leader on customer problems or trends and suggesting improvements which could be made.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• Educated to a Higher level or equivalent OR equivalent experience	• Certificate of proficiency in Law and Practice of Registration (must sit exam after 2 years in role)	• Application Form • Interview
Experience	• Working in a customer service environment • Processing card payments via telephone and face to face • Microsoft packages	• Providing support in a call centre environment	• Application Form • References • Interview
Specialist Knowledge	• Digital platforms to deal with enquiries	• Knowledge of one of: Council Tax, Benefits, Housing, Social Services and Registrations	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Role Profile

		• Local authority structure, processes and procedures	
Skills and Abilities	• Written and oral communication skills • Data input skills • Numerical skills • Attention to detail • Neat and accurate handwriting • Works to tight deadlines and under pressure • Ability to undertake repetitive tasks while maintaining accuracy	•	• Application Form • References • Interview
Other	• Ability to work evenings and weekends where required • Willing to undertake additional training relevant to the role	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind