

## JOB SUMMARY

<b>Post Title</b>	<i>Registration Ceremonies Officer</i>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>7</i>	<b>Line Manager to others?</b>	<b>Yes /No</b>	<b>Role profile ref</b>	<i>SD07</i>
<b>Service Area</b>	<i>Registrars</i>						
<b>Line Manager</b>	<i>Janice Lord</i>						
<b>Location</b>	<i>Seaclose Offices</i>						

<p><b>Job Purpose</b></p> <p>To lead on a variety of ceremony related duties that supports the registrar’s team, whilst maximizing income opportunities and ensuring excellent customer service.</p> <p>Flexibility to register life events and lead ceremonies in accordance with the appropriate statute.</p>
<p><b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b></p> <p>To work in a commercial target-based environment, selling a range of ceremony products, using upselling techniques in a variety of ways. Advising upon content and legalities as necessary and liaising with couples to develop their bespoke ceremonies. Take payments by card or cash.</p> <p>Liaise with citizens and dignitaries to plan and book bi-monthly citizenship ceremonies, taking responsibility to submit required returns to the Home Office and reconciling payments.</p> <p>To be highly organised hardworking and self-motivated whilst providing a high-quality service taking responsibility for accurate input of marriage and civil partnership schedules onto registration software and issue of secure registration stock.</p> <p>To keep up to date with changes in registration legislation and Council policies and procedures in order to be able to provide ceremony related information in a clear and concise way.</p> <p>To conduct or register marriages and civil partnerships, conduct citizenship ceremonies to help support service delivery during periods of sickness or leave.</p> <p>Work closely with Registration colleagues to support the digital development of the ceremonies service and contribute ideas for improving effectiveness, efficiency and adapting to trends and new income streams. Attend bridal fayres as required.</p> <p>To use a variety of systems, in accordance with procedures, to carry out a range of administration duties for the delivery of a range of ceremonies and associated tasks on completion of ceremonies in accordance with statutory timescales.</p> <p>To follow agreed procedures to ensure that registration records and documentation are stored securely.</p> <p>To work in a professional way and to be an effective team player, promoting team working.</p> <p>To be flexible and assist generally in the working of the Register office – issuing copy certificates, booking in appointments and dealing with general enquiries.</p>

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<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Appropriate experience of working with and understanding of the relevant statutory frameworks / requirements.	Extensive knowledge of registration with the ability to apply the statutory procedures to accurately advise customers on legal requirements for marriage, register life events or officiate at a marriage or civil partnership	<b>E</b>	
Sensitivity and empathy to build trusting and supportive relationships. Proven ability to build and maintain constructive working relationships with a range of people.	Liaise courteously and professionally with couples. Ability to deal calmly with difficult or stressful situations or requests.	<b>E</b>	
Proven ability to prioritise own workload and achieve deadlines.	Compile ceremony scripts with couples with minimal supervision in readiness for the ceremony date whilst ensure they meet legal requirements. Able to keep to timings in delivery of ceremonies. Plan and deliver citizenship ceremonies monthly. Process and complete all associated paperwork in a timely manner.	<b>E</b>	
Literate and numerate. Ability to maintain required records.	Oversee checking and signing of marriage schedules with a high degree of accuracy. Accurate and timely input of data onto registration software.	<b>E</b>	
ICT skills including use of Microsoft applications.	Proficient in use of ICT for data entry and moving the service forward digitally.	<b>E</b>	
Proven ability to communicate one to one and in small groups.	Have a calm, confident delivery style and ability to be authoritative addressing groups of people or dealing with enquiries.	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
Registrars National Accredited Programme			<b>D</b>
GCSE Math and English		<b>E</b>	
European Computer Driving Licence or equivalent ICT experience.			<b>D</b>
<b>Other Requirements</b>			
Hold a full driving licence and have access to a car			
Smart appearance			
<b>Organisation Structure (optional)</b>			