

## Kent County Council

### Job Description: *Ceremonies Officer*

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<b>Directorate:</b>	<b>Growth, Environment &amp; Transport</b>
<b>Unit/Section:</b>	<b>Libraries, Registration &amp; Archives</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Assistant Service Manager</b>

### **Job Purpose**

Deliver Registration services, in accordance with statutory guidance.

<b>Accountabilities</b>
<b>1.</b> Maintain a working knowledge of relevant legislation; register and conduct Ceremonies at Register Offices, Approved Premises, religious non-conformist churches and other approved locations to ensure that all statutory Ceremonies are completed within the legal framework of the Marriage and the Civil Partnership Acts.
<b>2.</b> Complete legal preliminary appointments and Home Office services currently offered.
<b>3.</b> Comply at all times with the national standards, service standards and best practices.
<b>4.</b> Use LRA Management Systems, CaRa and web based systems to undertake ceremony administration and delivery.
<b>5.</b> Work to and within KCC regulations and ensure compliance with the Registration Acts to account for secure stock and registers within the public protection and counter fraud framework.
<b>6.</b> Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engage directly with customers in a friendly, helpful manner, contributing to public involvement and achieving the best possible outcome for the customer.
<b>7.</b> Be responsible for delivering services that comply with equality policy, procedure and legislation. Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the health and safety of self, colleagues and public using our premises.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Ceremonies Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.</li> <li>• IT literate and competent in the use of Microsoft Office.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer focused service dealing with enquiries both face to face and by telephone.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• The ability to converse at ease with customers, answer questions and provide advice.</li> <li>• Able to engage with customers to promote and deliver high quality services.</li> <li>• Able to listen, observe and speak confidently in public.</li> <li>• Able to demonstrate good team working skills and adaptability.</li> <li>• Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of Kent Libraries, Registration and Archives services and an awareness of current developments in the registration sector.</li> <li>• Understands Health and Safety and equality legislation relevant to the role.</li> </ul>
<b>Behaviours and Kent Values</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>