

## Kent County Council

Job Description: *Registration Officer*

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**Directorate:** Growth, Environment and Transport

**Unit/Section:** Libraries Registration and Archives Service

**Grade:** KR6

**Responsible to:** District Development and Service Manager

### **Purpose of the Job:**

Register births, deaths and civil ceremonies. Provide an efficient and courteous reception service to the public. Support the District Development and Service Manager in the day to day running of the Bexley Registration Service.

### **Main duties and responsibilities:**

1. Advise the public on the requirements for birth, death and civil ceremony registrations and keep abreast of and comply with all changes to the legislation, procedures and standards to ensure that the public is properly informed as to their legal obligation to register events.
2. Advise the public on the technicalities relating to the Legal Preliminaries to Civil Marriage and Civil Partnership to establish capacity to proceed. Undertake Legal Preliminaries in a professional manner in accordance with the Marriage Acts 1949 and 1994 and the Civil Partnership Act 2004.
3. Support the administration of the area office, liaise with KCC Contact Centre, carry out 'Finance Officer' duties in accordance with KCC accounting procedures (banking, invoice and income processing, budget monitoring, payroll claim forms and VAT ) and 'Compliance Officer' duties (carry out health and safety checks and local audits of the ISO 9001 Quality Management System) when required together with routine general office administrative tasks to ensure the efficient day to day operation of the area office.
4. Register births, deaths and still births and collect and account for the associated fees to ensure compliance with the Registration Acts, procedures and standards and KCC financial procedures.
5. Register and Celebrate Civil Marriages and Civil Partnerships. Celebrate Renewal of Vows and Citizenship ceremonies. Support and participate in the training and development of both permanent and celebratory staff to ensure a highly trained customer focused competent workforce.

6. Use RON for registering events and to undertake monitoring and administration duties to ensure marriages entries are completed in accordance with the regulations. Produce the necessary certificates, register entries and returns in order to ensure accurate compilation of birth and death indexes. Process all types of ceremony bookings, make legal preliminary appointments and collect fees from customers by telephone, electronically or in person. Generate correspondence and deal with administration relating to all ceremony bookings through to completion of ceremony.
7. Contribute to the overall provision of a premier service to meet the needs of our customers by working in partnership and providing guidance and training as required with Approved Premises, Funeral Directors, Churches, Hospitals, Hospices and other partners.
8. Support and participate in the training and development requirements of both new and existing registration staff to ensure a highly trained, customer focused and competent workforce.
10. Actively promote all the registration services KCC and Bexley offers to the public (statutory and discretionary) and provide the public with information on the range of ceremonies offered at Approved Premises, Local Authority managed properties, Registered Buildings and other authorised locations in Bexley and Kent
11. Provide the highest possible standards of customer care to both internal and external customers for all aspects of the work to ensure compliance at all times with internal policies and procedures, national minimum standards and best practice.
12. Support the District Development and Service Manager with facilities management, rotas, staff allocation and other ad hoc duties.

Footnote: This job description is provided to assist the job holder to know what their 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: *Registration Officer*

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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.

	CRITERIA
<b>QUALIFICATIONS</b>	GCSE level (or equivalent) in English and Maths.
<b>EXPERIENCE</b>	Proven recent experience of dealing with high volumes of public interaction, both face to face and on the telephone, in either a busy general office or in a consumer and service driven environment.
<b>SKILLS AND ABILITIES</b>	<p>Ability to promote and deliver the range of Registration Services including ceremonies, face to face interviews and have previous experience of public speaking.</p> <p>The ability to work as part of a team, possess organisational skills and be able to prioritise and deal with a varied and demanding workload. Meet both individual and team targets.</p> <p>Clear, neat and accurate handwriting is required along with a high level of keyboard and web based skills (these will both be tested at interview).</p>
<b>KNOWLEDGE</b>	Must be familiar with Microsoft Office, in particular Word, Excel, and Outlook. The role will require the use of specific business packages. Can demonstrate an understanding of the Registration Service.
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p>

	<p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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