

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

Job Purpose

Celebrate and register Civil Marriages and Civil Partnerships, celebrate Renewal of Vow, Citizenship and Celebratory ceremonies

Accountabilities

1. 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.
2. Complete the formalities for the registration of marriages, interview couples prior to ceremonies, issue certificates, collect fees and complete the Registration. In compliance with the General Register Office Handbook, ensure the safety of Secure stock and documentation when traveling between the office base and the venue adhering to Public Protection and Counter Fraud Guidelines.
3. Conduct and amend the 'Kentish Ceremonies' choices script to meet customers preferred requirements for their ceremony. Ensure that knowledge and familiarity of venue locations is maintained.
4. Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with customers in a friendly, helpful manner; contributing to public involvement and achieving the best possible outcome for the customer.
5. Maintain a working knowledge of relevant legislation; comply at all times with the national standards, service standards and best practices.
6. Use LRA Management Systems and web based systems to undertake ceremony administration and delivery.
7. Work to and within KCC regulations and ensure compliance with the Registration Acts to account for secure stock and documents.
8. Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and public using our premises.
9. Be responsible for delivering services that comply with equality policy, procedure and legislation.

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Person Specification: *Celebratory 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.

QUALIFICATIONS	<ul style="list-style-type: none">• Education to GCSE or equivalent in Maths or English.• IT literate and competent in the use of Microsoft Office.
EXPERIENCE	Experience of working within a customer focused service, dealing with high volumes of public interaction, both face to face and on the telephone, in a consumer and service driven environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to converse at ease with the public, answer questions and provide advice in a high-level service delivery environment.• Able to listen, observe and speak confidently in public.• Able to accurately record details and have an eye for detail.• Excellent organisational skills, along with the ability to work as both an individual and as part of a team with colleagues and partners.• Able to apply knowledge of customer's needs to deliver services.• Able to apply Health and Safety procedures relevant to the role and comply with equality policy, procedure and legislation.
KNOWLEDGE	<ul style="list-style-type: none">• Can demonstrate an understanding of the contributions made by library, registration and archive services.• Has a working knowledge of good practice and customer service with regard to health and safety and equalities.

**BEHAVIOURS AND
KENT VALUES**

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making