

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

Purpose of the Job:

Deliver Registration services, in accordance with statutory guidance.

Main duties and responsibilities:

- 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.
- Complete legal preliminary appointments and Home Office services currently offered.
- Comply at all times with the national standards, service standards and best practices.
- Use LRA Management Systems, CaRa and web based systems to undertake ceremony administration and delivery.
- 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.
- 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.
- 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.

Kent County Council

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.

	CRITERIA
QUALIFICATIONS	<p>Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.</p> <p>IT literate and competent in the use of Microsoft Office.</p>
EXPERIENCE	<p>Experience of working in a customer focused service dealing with enquiries both face to face and by telephone.</p>
SKILLS AND ABILITIES	<p>The ability to converse at ease with customers, answer questions and provide advice.</p> <p>Able to engage with customers to promote and deliver high quality services.</p> <p>Able to listen, observe and speak confidently in public.</p> <p>Able to demonstrate good team working skills and adaptability.</p> <p>Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.</p>
KNOWLEDGE	<p>Can demonstrate an understanding of Kent Libraries, Registration and Archives services and an awareness of current developments in the registration sector.</p> <p>Understands Health and Safety and equality legislation relevant to the role.</p>
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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