

Kent County Council

Job Description: *Ceremonies Officer*

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

Job Purpose

Deliver Registration services, in accordance with statutory guidance.

Accountabilities
1. 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.
2. Complete legal preliminary appointments and Home Office services currently offered.
3. Comply at all times with the national standards, service standards and best practices.
4. Use LRA Management Systems, CaRa and web based systems to undertake ceremony administration and delivery.
5. 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.
6. 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.
7. 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.

	CRITERIA
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience. • IT literate and competent in the use of Microsoft Office.
Experience	<ul style="list-style-type: none"> • Experience of working in a customer focused service dealing with enquiries both face to face and by telephone.
Skills and Abilities	<ul style="list-style-type: none"> • The ability to converse at ease with customers, answer questions and provide advice. • Able to engage with customers to promote and deliver high quality services. • Able to listen, observe and speak confidently in public. • Able to demonstrate good team working skills and adaptability. • Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
Knowledge	<ul style="list-style-type: none"> • Can demonstrate an understanding of Kent Libraries, Registration and Archives services and an awareness of current developments in the registration sector. • Understands Health and Safety and equality legislation relevant to the role.
Behaviours and Kent Values	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Understand and be prepared to take risks where appropriate • Welcome and expect change and evolving technology • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite Contribution and Challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first

	<ul style="list-style-type: none"> • Be open to challenge and able to challenge others appropriately • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focus on outcomes
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