

Job Description

Department: The Register Office

Division/Section: Resources

Job Title: Ceremony Officer

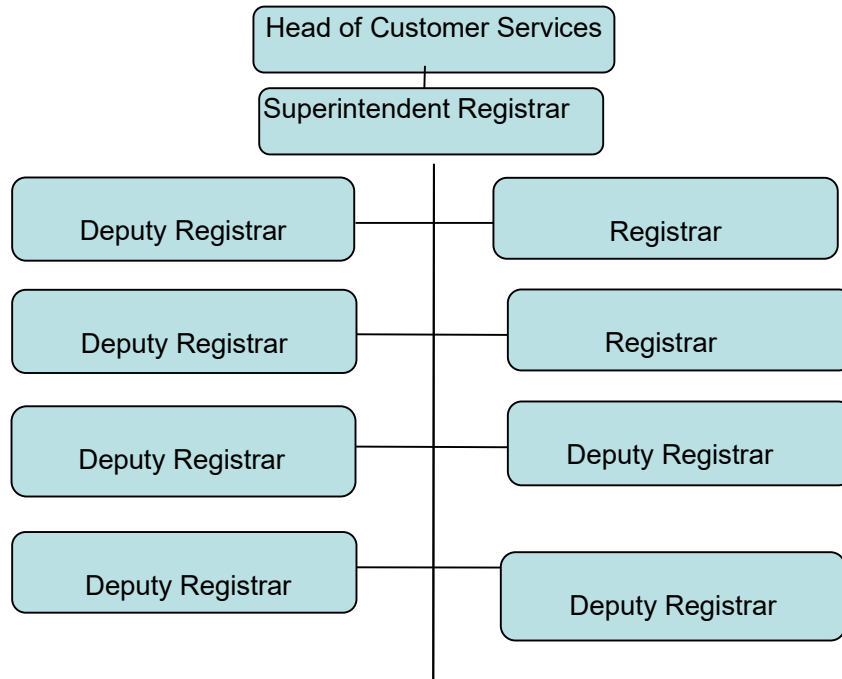
Post No:

Grade: Grade 6

Reports to: Superintendent Registrar

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



DBS Check applicable?

Basic Standard Enhanced None X

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None
No. of indirect reports: None

Size of budget:

Not responsible for monitoring or managing a budget

Job Purpose:

1. In accordance with current legislative requirements take responsibility for the delivery of celebratory events in the register office and at approved premises. To register and conduct marriages and civil partnerships, together with other non-statutory functions including renewal of vows, naming and citizenship ceremonies.
2. Carry out associated administrative and accounting procedures
3. Undertake additional duties as assigned in support of service delivery

Main Duties and Responsibilities:

1. Conduct and/or register marriages, civil partnerships, citizenship, Baby Naming and Renewal of Vows ceremonies in the Peterborough Register Office and a range of premises within Peterborough Registration District representing Peterborough City Council. To make decisions and respond independently to problems and situations as the need arises.
- 2 Carry out all administrative tasks associated with the role (before, during and after).
3. Issuing certified copies of entries from registers and undertaking authorised amendments to the records under the supervision of an experienced member of staff
4. Ensure that any monies due to the authority are properly accounted for and supporting statistics are completed in accordance with office and General Register Office requirements.
5. To be responsible for the safekeeping and security of registers, relevant documentation and valuable certificate stock in accordance with office and General Register Office requirements.
6. To be responsible for maintaining knowledge of relevant registration law and procedures and to keep abreast of improvements through training and networking with colleagues, whilst supporting less experienced colleagues.
7. Maintain at all times a high standard of customer and colleague care, in accordance with the service's aims and the Council's customer care policies.
8. Undertake additional duties as assigned, potentially including (but not limited to) covering reception, ushering and clerical duties.

Generic**Responsibilities:**

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Flexibility Clause:

Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause:

This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: April 2017

COMPLETED BY Mark Sandhu

Person Specification

JOB TITLE:
 Ceremony Officer

POST NO:

GRADE: 6

DEPARTMENT:
 The Register
 Office

HOURS: Casual

DIVISION:
 Resources

**DIRECTOR: Pete
 Carpenter**

DATE: April 2017

COMPLETED BY:
 Mark Sandhu

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Proven knowledge of applying legislation and complying with legal guidelines (A,I) • Knowledge of equality practices and customer care services (A, I) • Demonstrate an understanding of the services provided by the Registration Service (A, I) 	<ul style="list-style-type: none"> • Good local knowledge of Peterborough and the surrounding area (A,W) • Knowledge of Registration Acts and Statute (A,I) • Understanding of current legislation affecting (1) Registration service, (2) Health & Safety, (3) Data Protection acts (A, I)
<p>SKILLS & ABILITIES</p>	<ul style="list-style-type: none"> • Polite and Caring manner with good listening and questioning skills (A,I) • Able to communicate effectively with colleagues and the public (A, I, P) • Proven customer focussed approach, skills and experience to handle, resolve and negotiate difficult and emotional situations with the confidence to take decisions (A, I) • Ability to work both individually and as part of a team, taking responsibility for your actions and liaise with external agencies (A) • Excellent time management, working accurately to timescales (A, W) • Able to command, conduct and manage various sized groups using excellent interpersonal and communication skills, whilst ensuring legal requirements are upheld in a wide variety of venues (A, I,) • Legible handwriting and accurate spelling (A, W) • Speedy and accurate keyboard skills (A, W) 	<ul style="list-style-type: none"> • Ability to interpret and apply Registration law (A. I) • Experience of working in a professional service delivery environment (A,I)

	<ul style="list-style-type: none"> • Experience of working to exacting standards at speed, with attention to detail (A, W) • Understanding and practical experience of serving diverse groups of the public in a warm but professional and business-like manner whilst continuing to deliver a high standard of service, sometimes in difficult situations (A, I) • Public speaking experience/and or delivering presentations in a calm and confident manner (A, P) • Experience of secure cash handling and basic accounting (A, I, W) 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working to exacting standards at speed, with attention to detail (A, W) • Understanding and practical experience of serving diverse groups of the public in a warm but professional and business-like manner whilst continuing to deliver a high standard of service, sometimes in difficult situations (A, I) • Public speaking experience/and or delivering presentations in a calm and confident manner (A, I) • Experience of secure cash handling and basic accounting (A, I, W) • Commitment to and experience of adhering to data protection (A, I) 	<ul style="list-style-type: none"> • Experience of interpreting and applying Registration law (A, I) • Experience of working in a professional service delivery environment (A, I)
QUALIFICATIONS	<ul style="list-style-type: none"> • Must be educated to 'A' level standard OR hold the relevant equivalent experience (A) • Must have a current driving licence and a vehicle to use (A) • Good command of spoken and written English (A, I) 	ECDL qualification or equivalent
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Able to be flexible regarding hours and days of work and with the ability to respond positively to unexpected fluctuations in workload and seasonal demands. • High standard of personal presentation (A, I) 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A, I) • Knowledge of local demographics in relation to age, ethnicity, disability and gender (A, I) 	Knowledge of Equal Opportunities Legislation
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / Interview, (P) Presentation, (W) Written Test.]