

PETERBOROUGH



Job Description

Department: Customer Services

Division: Strategic Resources

Job Title: Registration Support Officer

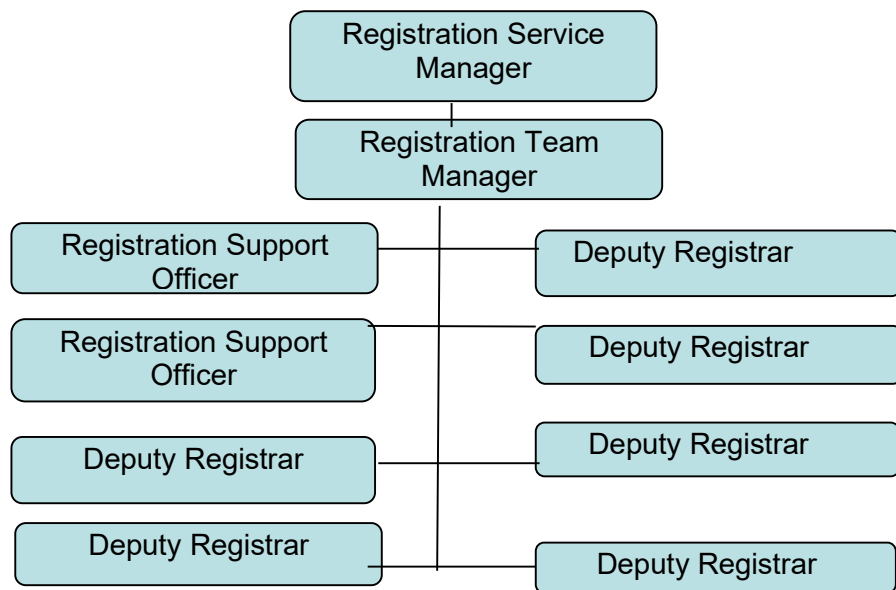
Post No:

Grade: Grade 6

Reports to: Registration Team Manager

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



Does the post involve working in regulated or controlled activity with children or vulnerable adults?

Regulated ☐ Controlled ☐

CRB Check Enhanced X ☐

applicable?

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

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. To provide a receptionist role and initial point of contact for all face to face customers and visitors. Provide primary advice on aspects of registration work efficiently and effectively. Ensure a high standard of customer care, service and confidentiality at all times.
2. To deliver the face to face, income generating Joint Nationality and Passport Checking service on behalf of Peterborough City Council. Provide a good customer experience.
3. To work as a Deputy Registrar to register ceremonies within the Register Office and other approved venues in Peterborough representing Peterborough City Council.
4. To provide historical birth, death and marriage certificates. To fully assist customers with their enquiries.
5. To prepare for, support and attend Citizenship Ceremonies.
6. Carry out other office administrative tasks as required and support registrars in ensuring the legal requirements surrounding registration are adhered to.

Description prepared by: Mark Sandhu

Date: April 2017

Description agreed by postholder:

Date:

Authorised by Director:

Date:

Main Duties and Responsibilities:

1. To maintain at all times a professional image, either in person, electronically, in writing or by telephone. Ensure that a high level of customer care is delivered at all times to the public, colleagues, business partners and others coming into contact with the service.
2. Participate in a workplace culture based on open communication, respect for clients and respect

for one another.

3. Provide information appropriate to the callers needs about primary aspects of registration procedure, as the first point of contact. Ensure customers are dealt with sensitively, effectively and courteously and that all information is handled efficiently and confidentially in line with Peterborough City Council's policies and procedures.
4. Undertake receptionist duties including overseeing the smooth flow of customers attending appointments and ceremonies, assisting the public to book a variety of appointments and maintaining the computerised and manual systems that are required for the efficient running of the service.
5. Operate and maintain the telephone system and other equipment, managing incoming and outgoing post, delivery of mail to the post office and keeping required records.
6. Adhere to strict security requirements by ensuring external/internal doors, strong room and computers are locked accordingly. Lock and unlock ceremony room doors daily for general and fire escape access. Comply with requirements of General Register Office by ensuring the security of registers and certificates in the office and the off-site Archive facility. Ensure the comprehensive recording and checking of valuable certificate stock is maintained at all times.
7. Deliver the joint Nationality and Passport Checking service (and any other future Home Office devolved service) by conducting face to face appointments and checking applicants have met the legal requirements laid down by the Home Office. Process payments, complete pre and post appointment administration efficiently in order to maximise income generation from this service.
8. Act as Deputy Registrar at the office and other approved venues in order to register ceremonies according to registration law and to complete associated administration. To provide additional, flexible support in this area to support the increasing demand of the service.
9. To assist customers to obtain certificates using in-depth register searches.
10. To proof-read manual records and transfer historical information onto computer correctly and accurately in order to produce historical certificates.
11. To be part of the Citizenship administration team delivering all aspects of administration required and responding to enquiries. Liaising with the public and external agencies. Attending and participating in large scale and small private ceremonies.
12. To work at weekends on a rota and extra to contract according to the business needs of the service.
13. To be responsible for collecting various fees by cash, cheque, postal order, credit/debit card whilst ensuring accuracy, security and safe banking practice.
14. Support registrars in administering the statutory requirement to register babies within 6 weeks of birth by utilising systems to generate reports and contacting customers with reminders.
15. Provide statistics and general administrative duties as required.
16. To apply all appropriate registration legislation, policies and procedures as appropriate to the role.

Generic
Responsi-
bilities:

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 post holder.

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