Job Purpose:

1. To provide a receptionist role, greet and assist customers and visitors by providing primary advice on aspects of registration work efficiently and effectively. Ensure a high standard of customer care and service.
Main Duties and Responsibilities:

1. To maintain at all times a professional image, either in person or by telephone, with a high level of customer care to the public, advising on primary aspects of registration procedure, as the first point of contact. Maintain confidentiality and manage receptionist duties.

2. Assist the public to book a variety of appointments and obtain certificates using in-depth register searches.

3. To proof-read manual records and transfer historical information onto computer correctly.

4. To be part of the Citizenship administration team liaising with the public and various agencies, processing documents and preparing for and attending ceremonies.

5. To train as a nationality checking officer for the Nationality Checking Service and any other Home Office devolved service, according to business need.

6. To train as a deputy Additional Registrar to register ceremonies according to law. To work at weekends on a rota and extra to contract according to the business needs of the office.

7. To operate and maintain the telephone system and various other equipment, manage incoming and outgoing post, deliver mail to the post office and keep required records.

8. To be responsible for collecting various fees by cash, cheque, postal order, credit/debit card ensuring accuracy, security and safe banking practice.

9. Provide statistics and general administrative duties as required.

10. To maintain day to day security of the strong room, offices and building and all security stock, locking and unlocking the ceremony room doors daily for access, fire safety and security.

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: | March 2013 | COMPLETED BY: | Mark Sandhu |