

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adults and Community Wellbeing	Job Ref Number: 04064
Service Area: Registration and Celebratory Services	Grade: G6

Job Title: Ceremony Officer

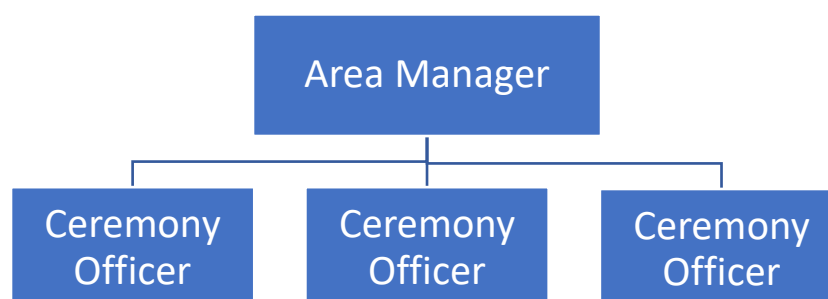
PURPOSE OF JOB:

The role of Ceremony Officer aims to deliver excellent customer service and represent Lincolnshire County Council and to register or conduct statutory and non-statutory ceremonies or life events at registration offices, religious buildings, approved premises, and other places deemed to be appropriate for these events.

The role is very rewarding which offers the opportunity to guide couples through all the legal and administrative aspects of one of the biggest days of their lives.

Post holders are required to have excellent attention to detail and a high standard of IT skills. The role involves administration and technical knowledge and the ability to learn aspects of legislation. A key aspect of the role is meeting and supporting customers with one of the most important moments of their lives, a high standard of customer service is essential.

TEAM STRUCTURE:



MAIN DUTIES:

1	To register or conduct statutory and non-statutory ceremonies or life events at registration offices, religious buildings, approved venues, and any other place the service deems appropriate for ceremonies or life events and is in accordance with legislation.
2	To interview couples and complete legal preliminary appointments in a prescribed manner prior to the ceremony ensuring that all the details to be entered in the register are correct and accurate.

3	To maintain confidentiality of information acquired while undertaking registration duties in compliance with the Data Protection Act and have responsibility for handling sensitive and confidential information and ensuring a high standard of data security.
4	To have an awareness of counter fraud activities and ensure wider public protection. Safeguard the integrity of the registration process, through an awareness of sham marriage/civil partnerships and other opportunities for fraudulent/criminal activity.
5	To make sure that all ceremonies are entered onto the Registration Online System within a timely manner and all other administration duties are undertaken prior to and follow the ceremony.
6	To be responsible for the maintenance and security of stock items in accordance with the General Register Office requirements and ensure the integrity of registration records is always maintained.
7	Issuing certified copies of ceremony entries, plus commemorative certificates and accounting for all fee income where required.
8	Support, participate and undertake training and development opportunities to ensure a highly trained, customer focused and competent workforce. As part of the role postholders are required to undertake training to a high standard, and will also be expected to work with, train and support other staff.
9	Contribute positively to the overall improvement and development of the service and operate in line with the Councils Code of Conduct and local scheme and maintain skills with changes in legislation, policies, and procedures, etc.
10	Contribute to the overall provision of the service to meet the needs of our customers by working in partnership with the General Register Office (GRO), Home Office, Approved Premises, Funeral Directors, Churches, Hospitals, Hospices and other partners.

WORKING ARRANGEMENTS:

- The registration service operates seven days a week. You will be asked for your availability and then rotated on those days if there are ceremonies available.
- The postholder will be based at an allocated registration office but maybe required to regularly work from other offices or venues across the county to meet service needs.
- Ceremony allocation will be done in line service need and travel will be paid in line the Councils policy.
- The role requires the post holder to be able to drive or make suitable travel arrangements to cover ceremonies county wide. Post holders who do not drive may limit the location and level of work they are able to undertake.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to NVQ Level 4 or equivalent or 2 years plus relative experience	A	√	
Experience of customer service and developing positive working relationships via excellent interpersonal, social and communication skills and a flexible approach to working.	A and I	√	
Excellent organizational skills	A and I	√	
Excellent communication skills, having the ability to work effectively with colleagues at all levels, both verbally and in writing, including those working internally as well as those within external partnerships	A and I	√	
Thorough in their approach to work, pays attention to detail and demonstrates problem solving abilities	A and I	√	
Seeks to find ways to improve service delivery through innovation and new ways of working	A and I		√
Knowledge of legislative requirements within area of service delivery.	A and I		√
To lead by example, visible in doing so, and promotes their work as part of a “one council” approach.	A and I		√
Ability to work on own initiative as well as an effective team member	A and I	√	
Excellent IT literacy	A and I	√	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness. The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.