

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Ceremony and Support Officer	<b>Director/Service/Sector</b> HR & OD / Cultural Services / Registration Service		<b>Office Use</b>
<b>Grade: Band 4</b>	<b>Workplace:</b> Requirement to work at Register Offices, Registered Buildings and Approved Premises throughout Northumberland, County Hall and MorpethTown Hall.		JE ref: HRMS ref: 3864
<b>Responsible to:</b> Superintendent Registrar and Senior Registration Officers	<b>Date:</b> 6 April 2021	<b>Manager Level:</b>	
<b>Job Purpose:</b> <ul style="list-style-type: none"><li>• To conduct and register marriages/civil partnerships/citizenship ceremonies as required, ensuring that they are completed lawfully.</li><li>• To advise on technical issues relating to marriage/civil partnership/citizenship registration</li><li>• To conduct and register civil ceremonies as required, ensuring these duties are undertaken lawfully.</li><li>• To produce reception and administrative support to the Registration Service and Business Support.</li></ul>			
<b>Resources</b>	Staff	None	
	Finance	Collect fees and account for monies collected.	
	Physical	Manage ceremonies in a variety of venues – need to take responsibility to ensure compliance to registration law and health and safety requirements. Provide reception and administrative support at County Hall and Morpeth Town Hall locations.	
	Clients	Members of the public, General Register Office, Clergy, Prison Officers, Hospital staff and Approved Premises staff	
<b>Duties and key result areas:</b> <p>The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p> <ul style="list-style-type: none"><li>• Act as Deputy Superintendent Registrar and Deputy Registrar; undertaking all statutory functions related to the registration of marriage and civil partnership.</li><li>• Effective use of business specific applications. These include Stopford, Registration Online (RON) and NCC Travel System.</li><li>• To ensure that all registrations are completed correctly, and all documentation is completed in an accurate and timely fashion.</li><li>• Promote and deliver positive solutions to achieving diversity and equality within the Registration Service across all areas, ensuring the Council complies with legislation.</li><li>• Responsible for the collection and recording of all relevant fees.</li><li>• Conduct marriage/civil partnership, naming and renewal of vows ceremonies, and citizenship ceremonies ensuring that all duties are completed in accordance with statue. Ensure that a high quality innovative and flexible service is delivered to clients on every occasion.</li><li>• To be responsible for the checking and/or preparation of ceremony scripts and pre ceremony discussions where necessary.</li><li>• Attend private homes, prisons, hospitals, hospices as appropriate to conduct ceremonies.</li><li>• To conduct / and or register Registrar General's Licences (death bed weddings) where and when required.</li><li>• To be responsible for the confidentiality and security of information received and given during work.</li><li>• Attend regular refresher training to ensure high standards and knowledge base are maintained.</li></ul>			

- Respond to enquiries and requests for assistance and advice from the public, regarding technical marriage/civil partnership registration or citizenship issues and ensure that up to date accurate and appropriate information is provided. Failure to provide the correct information may result in disciplinary action.
- Contribute to specific service plan objectives to ensure they are achieved.
- Promote and maintain procedures and safe systems of working to comply with health and safety and employment legislation.
- Registrars are Data Controllers in their own right and therefore must comply diligently with Data Protection regulations.
- To provide reception and administrative support to the Registration Service and Business Support team. This involves reception duties at County Hall and Morpeth Town Hall, as well as administrative duties to support the Registration Service including but not limited to the production of copy certificates and administration of death registration paperwork.
- Any other duties appropriate to the nature, level and grade of the post.

#### **Work Arrangements**

Transport requirements:	Must be able to meet the transport requirement of the post.
Working patterns:	Service rota system applies.  Monday to Friday, weekend and bank holiday working is a requirement of the post. The post holder may be required to attend work at short notice on occasions.
Working conditions:	Extensive travel to work sites across the County is a requirement of this post.

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**PERSON SPECIFICATION**

<b>POST: Ceremony and Support Officer</b>		<b>SERVICE:</b> Registration Service and Business Support	<b>Ref: 3864</b>
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
<ul style="list-style-type: none"> <li>Good standard of education or equivalent experience including evidence of numeracy and literacy.</li> </ul>		<ul style="list-style-type: none"> <li>Registration Service experience</li> <li>Experience of working in an office environment.</li> <li>Comprehensive knowledge of relevant acts e.g., 1994 Marriage Act</li> <li>4 GCSE's (Grade A to C inc. English) or NVQ level 2 or equivalent qualification</li> </ul>	(a), (i)
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Experience of public speaking including to large groups.</li> <li>Experience of managing a variable workload.</li> <li>Experience of relevant IT systems</li> <li>At least 3 years' experience of working with the public in a front facing role.</li> <li>Experience of working within a team.</li> </ul>		<ul style="list-style-type: none"> <li>Experience of dealing with both internal and external agencies.</li> <li>Supervisory experience</li> <li>Experience of using Office 365 packages.</li> </ul>	(a), (i)
<b>Skills and competencies</b>			
<ul style="list-style-type: none"> <li>Excellent verbal communication and interpersonal skills</li> <li>Public speaking skills</li> <li>The ability to digest and understand complex statutory information.</li> <li>Objective and rational approach to problem solving.</li> <li>Able to deal sensitively with the public at stressful times in their life.</li> <li>Effective planning and organisational skills</li> <li>Detail conscious</li> <li>Good written communication skills</li> <li>Awareness of Customer Care</li> </ul>		<ul style="list-style-type: none"> <li>Understanding of good management practise</li> <li>Ability to support staff to achieve targets.</li> </ul>	(a), (i), (r), (p) (g)
<b>Physical, mental, emotional and environmental demands</b>			
<ul style="list-style-type: none"> <li>Variable working patterns with the need to stand for long periods.</li> <li>Required to walk, bend and carry items.</li> <li>Need to maintain general awareness with lengthy periods of</li> </ul>		<ul style="list-style-type: none"> <li>Attend where directed at short notice to conduct/register a Registrar General's Licence (death bed wedding)</li> </ul>	(i), (r) (g)

<p>enhanced concentration.</p> <ul style="list-style-type: none"> <li>• Contact with public/clients and General Register Office</li> <li>• Minimal exposure to working outdoors - conducting ceremonies outdoors will be a requirement of the post.</li> </ul>		
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Self-motivated, adaptable and resourceful.</li> <li>• Ability to motivate and manage others.</li> <li>• Commitment to quality service delivery.</li> <li>• Committed to equal opportunities and anti-discriminatory practice.</li> <li>• Flexible.</li> </ul>		(r) (g)
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Clear and legible handwriting</li> <li>• Must be able to meet the transport requirements of the post.</li> <li>• Must comply with standards in the Code of Conduct.</li> </ul>		(i) (g)

**Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g., case studies/visits.**