

**ROYAL BOROUGH OF KINGSTON UPON THAMES**

**ROLE PROFILE**

<b>Directorate:</b> Place/Environment	<b>Job Title:</b> Registration Assistant	<b>Grade:</b> E+1
<b>Department Area:</b> Registration Service	<b>Post Number:</b> 241015	

**RELATIONSHIPS**

- 1 RESPONSIBLE TO:**  
Registration Manager
- 2 MANAGEMENT RESPONSIBILITY FOR:**
- 3 IMPORTANT INTERNAL RELATIONSHIPS**
- Head of Environment/Proper Officer
  - Key Managers and staff across other service areas and directorates
  - Registration Team colleagues
- 4 IMPORTANT EXTERNAL RELATIONSHIPS**
- Relevant professionals for whom and with whom the Council does business including other Local Authorities, General Register Office, Home Office and other Governmental, regulatory and religious bodies
  - General Public

**MAIN PURPOSE OF JOB**

The Royal Borough of Kingston's vision is that it has a national reputation as the best place to live and work. As Registration Assistant the role holder will contribute to the delivery of that vision by:

- Providing effective and efficient delivery of the statutory and non-statutory registration services within the Royal Borough of Kingston upon Thames.
- Providing deputy cover for registration officers in accordance with registration legislation and council policies.

Prepared by: .....Agreed by: .....

Signature Date: ..... Signature Date: .....

## **MAIN RESPONSIBILITIES/DUTIES OF JOB**

### **Communications**

- Actively engages in positive cross-communications and team working
- Communicate clearly and appropriately with colleagues
- Provide advice on all aspects of the registration service
- Seeks, listens to and responds to the views and ideas of staff and service users

### **Key Priorities**

- To hold the post of **Deputy Registrar of Births, Stillbirths, Deaths and Marriages** and **Deputy Superintendent Registrar** for the District of Kingston upon Thames in accordance with the Registrar General's statutory framework and Council policies.
- To attend, conduct and register marriages and civil partnerships at the Register Office and other approved premises throughout the Borough, including occasional weekend working.
- To undertake administrative duties associated with all aspects of the Registration Service.
- To act as customer contact point dealing with personal callers, telephone and email enquiries, giving clear and accurate information as necessary.
- To maintain an accurate online appointments diary and monitor waiting times
- To ensure stocks of office stationery are maintained and usage levels are monitored
- To be responsible for the ordering of supplies and payment of invoices for the department.
- To be responsible for the control of all incoming and outgoing mail.
- To assist the Superintendent Registrar in delivering group Citizenship Ceremonies at the Guildhall.
- To deal with applications for corrections to birth, death and marriage registers
- To be responsible for collecting and accounting for income ensuring that the Council's financial procedures are adhered to.
- To search birth, death and marriage indexes when applications for copy certificates are received including the use of computer indexes
- To prepare certificates for issue by the Superintendent Registrar, collect the appropriate fee and index application forms
- To ensure the safe custody of the records and registers and be responsible for the safe storage and security of certificates and fees received.
- Provide Civil Partnership Registrations

### **Performance**

- To develop, update and act on own Individual Personal Development Plan as discussed and agreed with the Registration Management Team.
- To make every effort to access development opportunities through your personal development plan, and be ready to share learning with others.
- To take responsibility for own performance, taking a proactive stance to ensure performance meets or exceeds standards required of the service.

- To contribute to the overall success of the Registration Service by achieving agreed personal targets.
- To act on performance feedback received for the benefit of individual and team performance.
- To ensure the highest standards of quality are achieved in all duties carried out.
- To enable personal and team development by providing support and information to colleagues, as required.

### **General**

- To be personally liable for all acts and omissions whilst carrying out statutory duties imposed on them under various Registration Acts.
- To support the Registration Manager in developing and implementing the work programmes and projects for the team.
- To be able to work flexibly and with minimal supervision in a pressurised environment
- To provide support and assistance to other members of the team and provide cover as and when directed.
- To actively promote and work in accordance with RBK's Equal Opportunities, Health & Safety, relevant policies and legislation. To create and maintain a tidy, accessible and informative work environment in accordance with all appropriate Health & Safety requirements.
- All duties should be carried out in an efficient, accurate and timely manner and in accordance with agreed procedures.

## PERSON SPECIFICATION

### Registration Service

**Job Title:** Registration Assistant

**Post No:** 241015

**Grade:** E+1

### Essential

#### Experience

- Has proven experience in frontline customer service
- Evidence of continual professional and personal development and actively contributes to develop the skills and knowledge of others
- Determination to provide a high quality service
- Ability to contribute on key registration projects
- Ability to play a role in contributing to the annual plans and improvements in service delivery

#### Ability to:

##### **Partnering for Excellence**

- Build strong working relationships with people outside of their team
- Work effectively with representatives of external partner organisations

##### **Putting the Customer First**

- Seek to understand the needs and expectations of internal and external customers
- Make realistic promises and commitments and deliver on these

##### **Being the Best**

- Demonstrate a positive attitude and approach to work
- Flexible and adaptable to changing goals and circumstances
- Manage time and prioritise work to maximise productivity and effectiveness

##### **Effective Communications**

- Present a positive and professional image of self and RBK when communicating

##### **Working together**

- Contribute to a positive team spirit and healthy working environment

- Appreciate the demands on team colleagues and willingly provides them with support
- Demonstrate integrity, fairness and a high level of respect for others

### **Using Technology**

- Use Proficient IT skills including Microsoft Office applications and RON
- Recognise the benefits and the potential of new technology in relation to your service
- Willingly learn new systems and apply them effectively

### **Knowledge of:**

- Broad understanding of the external influences on the organisation and how they relate to the role
- The vision and strategic goals of the organisation and Registration Service

### **Other Requirements:**

- Having a strong commitment to following our *Six Steps to working as One Council:*
  1. Recognise the need to continually learn and adapt.
  2. We willingly share our knowledge and learning with others
  3. We work collaboratively across teams, services and partner organisations
  4. Looks for ways of improving what we do and how we do it
  5. We are comfortable with new technology and modern methods of working
  6. We are determined to make a difference to the lives of our customers
- Having a strong commitment to following our *Six Steps to delivering our Customer Commitment:*
  1. We go out of our way to get it right first time
  2. We listen, understand and deliver
  3. We respond positively and politely
  4. We respect each customer as an individual
  5. We take responsibility for the customer's issue or problem
  6. We work as a team to deliver the solution