

## ROLE PROFILE

<b>Service:</b>	<b>Law and Governance</b>
<b>Location:</b>	Bournemouth, Christchurch and Poole Registration Offices
<b>Job Title:</b>	<b>Receptionist/Clerical Officer/Usher</b>
<b>Grade:</b>	BCPC
<b>Post No.:</b>	
<b>Reports to:</b>	Business Operations Manager /Additional Superintendent Registrar

### **MAIN PURPOSE:**

Meet and greet the public as they attend appointments or call for other purposes at the Guildhall. Initially receive and deal with all incoming telephone calls to the Register Office ensuring that they are dealt with or passed on to colleagues in a friendly and efficient manner.

Undertake regular and routine administration duties for the office. These include issuing of certificates, taking payments, searching for register entries, booking appointments for the public to attend for Birth and Death Registrations.

The role requires flexibility as the person could be covering holidays as well as a set 2 days per week.

### **MAIN RESPONSIBILITIES:**

#### Receptionist

- Act as initial contact with the public when they visit The Guildhall and dealing with their requests and queries as necessary. Deal with requests for certificates, appointment bookings and referrals to Registrars. Ensure that the waiting area is stocked with relevant leaflets and brochures.
- Deal with all initial telephone calls to the office and ensure that customers are dealt with efficiently and courteously. Take and pass on messages to colleagues where necessary.

- Show potential clients around the Guildhall to view facilities.
- Ensure that the Registrars electronic diary system is updated when clients arrive to ensure that client service standards are maintained.
- Manage electronic diary to suit the needs of the office and the public.

### Clerical Officer

- Issuing of certificates upon application and payment from the public.
- Searching for register entries in both manual and electronic indexes.
- Filing and retrieval of registers from strong room facilities.
- Ordering stationary supplies for the Register Office as required.
- 'Cashing-up' takings for certificates sold at the end of each working day, producing a daily account of certificates issued for the Superintendent Registrar.
- Opening and distributing the post received on a daily basis.
- Keying of manual register index records onto electronic database .
- Opening and locking up of Register Office to coincide with our Office Hours.
- Assistant Superintendent Registrar with organisation of any events held at Guildhall

### Other Administrative Duties

- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act

## **PERSON SPECIFICATION**

**SERVICE UNIT:**

**POST TITLE:**

**GRADE:**

<b>ATTRIBUTES</b>	<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Good keyboard skills</li> <li>• Use of a word processing package</li> <li>• Experience of working in a customer focused environment</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> </ul>

QUALIFICATIONS / TRAINING	<ul style="list-style-type: none"> <li>• ECDL</li> <li>• Ideally have 5 GCSEs or equivalent, including English and Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Assessment</li> </ul>
APTITUDES AND ABILITIES	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Ability to work as a team member</li> <li>• Ability to use own initiative</li> <li>• Ability to work accurately, neatly and be organised to work under pressure</li> <li>• Flexible in approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Assessment</li> <li>• Interview</li> <li>• References</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Sound IT awareness,</li> <li>• Knowledge of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Assessment</li> </ul>
ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> <li>• Strong commitment to customer care and the delivery of high quality services</li> <li>• Ability to work without supervision</li> <li>• Ability to deal with the public in a courteous manner</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Assessment</li> <li>• References</li> </ul>
OTHER FACTORS		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>

### **Disqualifications for Appointment**

Notwithstanding the provisions of regulation 4 no person shall be qualified for appointment

(a) to any registration office -

(i) if he has been declared bankrupt and has not subsequently obtained his discharge, or he is the subject of a bankruptcy restrictions order or an interim order, or if he has made any composition or arrangement with his creditors and has not subsequently paid his debts in full or obtained a certificate of discharge;

(ii) *not used*

(iii) if he is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of the council or of a committee of the council having duties in relation to the appointment of registration officers;

(iv) if he holds any office as authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;

(v) if he is a minister of religion, a medical practitioner, a midwife, an undertaker or other person concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would

conflict with or prevent the proper performance in person of the duties of the office for which he is a candidate;

(vi) if he is an officer or servant of the council appointed by them as the proper officer;

(b) as superintendent registrar, if he holds office as a registrar;

(c) as registrar, if he holds office as a superintendent registrar or is a coroner or is an officer or servant of a local authority employed by them in the performance of duties relating to their functions as a burial authority

***This version is in force from December 1 2007 to present***