

Job Description and Person Specification

Role: Registration Assistant



Job Description

Job Title	Registration Assistant
Grade	G4
Service	Registrars
Reports to	Ceremony and Business Support Manager
Location	Register Office
Job Evaluation Code	A5993



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To provide a high quality administrative and general office support to the Register Office, teams, and individuals within the City Council in line with service level agreements. To support the Register Office in accordance with the various Acts and Regulations governing the Registration Service.

Main Duties & Key Accountabilities

Core Knowledge

Management

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date, ensuring confidentiality requirements are met; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
4. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
5. Place and receipt orders, and raise invoices as appropriate
6. Prepare and produce change of name deeds.
7. Assist the Duty Registrar on a daily basis ensuring all associated paperwork is available and up-to-date for registrations to take place.
8. Receive orders and produce copy certificates for birth, death, marriages and civil partnerships, ensuring KPI's are met and being aware of potential fraudulent applications.
9. Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
10. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
11. Reception duties and ushering ceremony parties when required
12. Review, develop and maintain office and system procedures for the service to respond to changes in policies and legislation.
13. Introduce new procedures and suggest improvements to systems for administrative and clerical processes.

People Management

1. Assist with the allocation and prioritisation of work to the Administration Team and undertaking quality checks in relation to the work produced by the team to ensure compliance with SLAs
2. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
3. Undertake training of Administration team members in office systems and procedures and health and safety requirements
4. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
General Public Coroners Hospital & GP Surgeries Crematoriums Funeral Directors General Register Office	Coroners Service Children's and Adult Services

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training The postholder must attend any training that is identified as mandatory to their role.

Person specification

Job Evaluation Code	A5993
Knowledge	
Knowledge of the services provided by the Register Office	
Knowledge of IT packages and systems to support word processing and presentation of documents	
Health and Safety in relation to the office environment	
Basic knowledge of data protection implications	
Of equal opportunities issues in relation to delivering services to the public and in the workplace	
Skills and Abilities	
Ability to prioritise own workload and that of others	
Ability to work flexibly and respond to changing priorities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Ability to be able to train and guide team members in office procedures	
Excellent organisational skills to maintain office systems and arrange meetings	
Ability to take and produce high quality minutes in the support of meetings	
Experience	
Of a wide range of clerical and administrative work	
Of using and maintaining computerised systems	
Of producing a range of high quality word processed documentation e.g. reports	
Of dealing with a wide range of people in order to handle enquiries and resolve enquiries	

Qualifications
GCSE Grade A-C qualified to include English
Willingness to undertake training and develop knowledge and skills
Special Requirements

Date Created	March 2023	Date Reviewed	July 2027
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