

Job Description and Person Specification

Casual Registrar

Job Details	
Grade	5
Service	Register Office, Legal Services
Location	Register office
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To join a pool of Casual Registrars to conduct marriage, civil partnership, citizenship and non – statutory ceremonies at locations across the City.</p>

Main Duties & Key Accountabilities
Conduct / officiate at ceremonies which can take place at a number of venues licensed by the Council.
Represent the City Council in formal public situations in connection with the professional duties of the post including dealing with challenges from the public, ensuring ceremonies are seemly and dignified and being able to deal with unexpected incidents or requests.
Responsible for ensuring safe custody of register entries and delivering to central point for filing.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	General Public Venues	Internal:	

Standard Information
<p>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.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Smoke Free</p> <p>The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.</p> <p>Training</p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for	
N/A	

Person Specification	
Requirements	
Knowledge	Knowledge of the services provided by the Register Office
Knowledge	Practical understanding of customer care techniques.
Knowledge	Appreciation of the need for confidentiality and tact when dealing with a wide range of enquires
Knowledge	Basic knowledge of data protection implications
Knowledge	Of equal opportunities issues in relation to delivering services to the public and in the workplace
Skills And Ability	Ability to prioritise own workload and that of others
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	Presentation skills to be able to officiate at ceremonies with confidence and assurance speaking clearly and concisely; with the ability to perform under the scrutiny of the public.
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Exceptional interpersonal skills with an ability to remain clam in difficult circumstances and deal with all customers in a helpful and constructive manner.
Skills And Ability	Ability to put into practice high standards of customer care, responding to the different needs of people from a variety of cultures, and people with disabilities.
Skills And Ability	Confidence in the ability to read a script to a small or large audience.
Skills And Ability	Neat handwriting with a good level of spelling to enable legal records to be completed accurately.
Skills And Ability	Excellent time keeping.

Skills & Ability	Smart presentation appropriate to officiating at formal ceremonies.
Experience	Experience of dealing with public
Experience	
Experience	
Experience	
Qualification	
Special Requirements	Able to travel around the city to attend ceremonies and transport schedules to ceremonies (driving licence / business use required).
Special Requirements	Available to work at short notice at weekends especially during summer months as service demands

Declaration			
Reviewed/Created By:	Claire Healy		
Job Title:	Ceremony & Business Support Manager	Date:	February 2025