

Job Description and Person Specification

Apprentice Registration Assistant

Job Details	
Grade	Apprentice
Service	Registrars
Location	Register office
Job Evaluation Code	A5993

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 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.</p>

Main Duties & Key Accountabilities
To answer customer telephone calls and emails to deal with queries, passing them on to the relevant person and helping to solve problems.
Be the first point of contact e.g. Face to Face to deal customer questions and queries.
To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and a professional approach at all times.
Support the team to maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date, ensuring confidentiality requirements are met.
Assist with the creation of spreadsheets.
Assist with maintaining supplies of stationery and other office consumables for distribution upon request
To provide general administrative support such as mailing, photocopying, information storage and printing.
Assist with the preparation and production change of name deeds.
Assist the Duty Registrar on a daily basis ensuring all associated paperwork is available and up to date for registrations to take place.
Help to receive orders and produce copy certificates for birth, death, marriages and civil partnerships
Be involved in reception duties and support staff in ushering ceremony parties when required
Undertake training of Administration team members in office systems and procedures and health and safety requirements

Any other duties and responsibilities within the range of the salary grade.

Key Relationships

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

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge

Knowledge of the services provided by the Register Office

Knowledge	Knowledge of IT packages and systems to support word processing and presentation of documents
Knowledge	Health and Safety in relation to the office environment
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
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	Communication skills in order to take information from people and give out information on the telephone and face to face
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to work to deadlines
Experience	Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential.

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