

Job Description and Person Specification

Registration Assistant

Job Details	
Grade	4
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
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
Undertake data input and document production using the range of systems in use within the organisation including reports and minutes
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
Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
Place and receipt orders, and raise invoices as appropriate.
Prepare and produce 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
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.
Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
Reception duties and ushering ceremony parties when required
Review, develop and maintain office and system procedures for the service to respond to changes in policies and legislation
Introduce new procedures and suggest improvements to systems for administrative and clerical processes
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
Provide support to the team in the absence of the team leader, occasionally deputising in their absence

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
-----------	---	-----------	---

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 and that of others
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	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
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to be able to train and guide team members in office procedures
Skills And Ability	Excellent organisational skills to maintain office systems and arrange meetings
Skills And Ability	Ability to take and produce high quality minutes in the support of meetings
Experience	Of a wide range of clerical and administrative work
Experience	Of using and maintaining computerised systems
Experience	Of producing a range of high quality word processed documentation e.g. reports
Experience	Of dealing with a wide range of people in order to handle enquiries and resolve enquiries
Qualification	GCSE Grade A-C qualified to include English and willingness to undertake training and develop knowledge and skills

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