

Job Description and Person Specification

Role: Casual Registrar



Job Description

Job Title	Registrar (Casual)
Grade	G5
Service	Register Office, Legal Services
Reports to	Ceremony & Business Support Manager
Location	Various Venues
Job Evaluation Code	



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 join a pool of Casual Registrars to conduct marriage, civil partnership, citizenship and non – statutory ceremonies at locations across the City.

Main Duties & Key Accountabilities

Core Knowledge

- a) Conduct / officiate at ceremonies which can take place at a number of venues licensed by the Council.
- b) 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.
- c) Responsible for ensuring safe custody of register entries and delivering to central point for filing.
- d) Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

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.

Responsible for:

Staff managed by postholder:

Person specification

Job Evaluation Code	
Knowledge	
Practical understanding of customer care techniques.	
Appreciation of the need for confidentiality and tact when dealing with a wide range of enquires.	
Skills and Abilities	
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.	
Exceptional interpersonal skills with an ability to remain calm in difficult circumstances and deal with all customers in a helpful and constructive manner.	
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.	
Confidence in the ability to read a script to a small or large audience.	
Neat handwriting with a good level of spelling to enable legal records to be completed accurately.	
Excellent time keeping.	
Smart presentation appropriate to officiating at formal ceremonies.	
Experience	
Experience of dealing with public	
Qualifications	
Special Requirements	

- Available to work at short notice at weekends especially during summer months as service demands
- The ability to attend venues across the city in a private vehicle at specific times is essential including transporting other registrars when required

Date Created	March 2023	Date Reviewed	
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