



## JOB DESCRIPTION

**Form  
JD1**

	<p>statutory and national guidelines (or council procedures). Problems must be solved sympathetically, whilst giving due care and attention to statutory and Council guidelines. Please note that the Registrations Service Manager, The Senior Registration Officer, General Register Office (and similar governing bodies) are available to provide assistance in the interpretation in these requirements.</p> <p>The post holder must follow strict procedures in handling customer's personal and sensitive information.</p> <p>The job holder must react to the changing climate of customer emotion, whilst remembering there is a task to be completed. This requires a high level of customer care and inter-personal skill.</p> <p>Ceremonies can be emotional - the job holder must be able to react responsibly in sensitive situations.</p> <p>Problems must be solved sympathetically, whilst giving due care and attention to statutory and Council guidelines.</p> <p>Highlight areas for service improvement to the Service Manager/Senior Registration Officer.</p>
<p><b>5.</b></p>	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <p><b>Internal</b> Registrations Service Manager, Senior Registration Officer and other Registration Service staff in the course of delivering marriages/civil partnerships.</p> <p><b>External</b> (contact with all stakeholders, on all aspects of delivering the various services relevant to each field)</p> <p>Generally routine, non contentious contact with the following:</p> <p>Members of the public – mainly wedding couples and their guests, helping to ensure the smooth running of the ceremony.</p> <p>Staff at wedding venues, Photographers/Video operators</p>
<p><b>6.</b></p>	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p>There are statutory requirements, council and nationally determined policies, procedures and standards specifying how work should be done and the post holder must be disciplined in following these requirements.</p> <p>Occasionally a decision in relation to a marriage/civil partnership will be required. Examples of decisions requiring interpretation include whether a marriage should go ahead perhaps because there are discrepancies in paperwork or other problems such as a suspected forced marriage. Assistance is generally available from the General Register Office in reaching these decisions if need be.</p>

	<p>In all the tasks related to this post, the customer's feelings and reactions must be considered. To carry out the role professionally and with empathy enhances the reputation of City of York Council as a service provider, and has a positive impact on all service users. For example, the consequence of failing to provide excellent front facing ceremonies would be to spoil a life-long memorable event for the customer(s). Ceremonies regularly have audiences of 100+ people.</p>				
<p><b>7.</b></p>	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0" data-bbox="316 577 1359 651"> <thead> <tr> <th data-bbox="316 577 925 611"><u>Description</u></th> <th data-bbox="925 577 1359 611"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="316 611 925 651">Finance*</td> <td data-bbox="925 611 1359 651">£10-£20 K per annum</td> </tr> </tbody> </table> <p>*The post requires handling cash, cheques and postal orders. Accounts must be balanced daily. The post holder must prepare weekly banking records in preparation for cash etc. being collected by a security company and must ensure the fees and stock balance.</p> <p>Certificates and registers are handled on a daily basis but there is no accountability attached to this post.</p>	<u>Description</u>	<u>Value</u>	Finance*	£10-£20 K per annum
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<p><b>8.</b></p>	<p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands</b>  Job requires attention to detail  Work is generally planned, however last minute changes do occur and the post holder will be required to move seamlessly between tasks. Deadlines are specific, attendance at ceremonies and appointment systems.</p> <p><b>Physical demands</b>  Some lifting and carrying of heavy items such as boxes of papers</p> <p><b>Work conditions</b>  Jobholder must be comfortable in highly public situations.  Jobholder must be comfortable in highly emotional one to one interviews.  Register Office is the main working environment.  Ceremony venues throughout the city vary from hotels and historic buildings which are regularly attended.  Some ceremonies take place outside.  The post holder will be required to dress appropriately.</p> <p><b>Work context</b>  The jobholder will deal with members of the public on a daily basis in a comfortable working environment. The potential risk of injury from this environment is extremely unlikely.  There is a potential risk of occasional verbal abuse from customers, the</p>				

	<p>risk of physical abuse is minimal. The work is carried out in compliance with the Councils procedures and working practices under health and safety legislation, data protection and equalities policies.</p>
9.	<p><b>KNOWLEDGE &amp; SKILLS</b></p> <p>The jobholder must have</p> <ul style="list-style-type: none"> <li>• A working knowledge of the Handbook for Registration Officers, and relevant statute in relation to marriages.</li> <li>• The ability to digest and apply regular updates to the guidance</li> <li>• The ability to explain requirements and processes to customers in simple terms – English is not the first language of some customers.</li> <li>• The ability to deal sensitively with people in a highly emotional state and in emotionally charged atmospheres.</li> <li>• Excellent inter-personal and communication skills</li> <li>• Commitment to high quality customer service in a highly sensitive area and an ability to understand the needs of different customers.</li> <li>• Attention to detail</li> <li>• Knowledge of the local area</li> <li>• Clear legible handwriting</li> <li>• Ability to speak confidently in public</li> <li>• Good administrative skills and ability to prioritise workload to meet deadlines.</li> </ul> <p><b>Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 - Mastery or proficiency -</b> Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.</p>

**10. Position of Job in Organisation Structure**

