**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Registration Assistant |
| **Job Reference** | 20845 |
| **Grade and Salary** | 4 - £28,598 per annum (pro rata)This role includes performance related pay progression |
| **Service and Team** | Governance, Legal and Assurance - Registrars Service |
| **Location** | 7 Angel Hill, Bury St Edmunds, IP33 1UZ *-* On-site working |
| **Hours per week** | 13.5 (Thursday and Friday) |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The Suffolk Registration Service is responsible for the registration of births, deaths and marriages and citizenship ceremonies. Registration Assistants carry out a varied range of administration support functions across all areas of the service. They are also required to register (but not conduct) ceremonies in local authority ceremony rooms and range of locations across the count

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| **What you will be expected to deliver in the role** |

* You will be taking phone calls from members of the public, responding to questions, booking appointments, issuing certificates and carrying out searches of the historic records.
* This will include the handling of financial transactions and the responsibility of working with secure stock and maintaining records in relation to a range of registration service activities.
* You may also be required to undertake reception duties greeting and directing visitors to the office.
* You will also be responding to enquiries in writing and directing people to our on-line digital channels.
* You will require a good level of understanding of registration law and practice to undertake this role.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

**Person Profile – what you will bring to the team**

**About the team**

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* The Registration Services team are spread across the whole county providing support to those registering a birth, death, notification of marriage or civil partnership
* Despite being spread across the county, we have a ‘one team’ approach in all that we do to enable us to deliver a quality service to our customers and support each other.
* We are an inclusive team and always welcome ideas to adapt and improve the way we deliver.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Educated to A level (or equivalent) standard or clear evidence of an equivalent level of knowledge & skill.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. A passion for accuracy and attention to detail.
2. Ability to remain calm in stressful situations.
3. Proven experience in handling challenging and confrontational individuals.
4. A passion for offering high levels of customer service.
5. Ability to work independently and confidence to impart service policy and legal requirements to customers on the telephone and in person.
6. Proven experience in working effectively as part of a team.
7. Be able to maintain a high standard of personal dress and appearance
8. Proven experience and confidence in managing large groups of people.
9. The ability to diffuse conflict.
10. Experience and confidence to handle challenging and confrontational situations independently.
11. Experience of working with people whose emotions are heightened.
12. Knowledge and practical application of working with a range of software and IT applications
13. Experience of working with people at all levels within the community
14. The ability to converse at ease with customers and obtain information for in accurate spoken and written English is essential for the post
15. Neat handwriting and the ability to spell accurately.
16. Some understanding of medical terminology.
17. Experience in handling financial transactions.

**Additional requirements**

1. Willingness to assist at other registration service points to cover staff absence

**It would also be desirable to have**

1. Good understanding of the Birth & Death Registration Act 1953,Marriage Act 1949, Civil Partnership Act 2005, the Approved Premises Act 1995 and the Data Protection 2018 (and other relevant legislative updates and connected legislation)
2. Knowledge and ability to apply the role the registration service carries out within the national counter fraud and public protection agenda.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

Frequent Travel Essential - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.