

## Newcastle City Council

### Job Description

**Post Title:** Registration Services Assistant AA3782

**Evaluation:** 341 Points **Grade:** N3

**Responsible to:** Registration and Support Services Manager

**Responsible for:** N/A

**Job Purpose:** To provide a reception service for the Council's customers and to provide administrative support for Registration Services.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Provide a reception service for the Council's internal and external customers, including conducting tours of internal venues.
2. Support Registrars by controlling customer flow through use of computerised booking systems.
3. Produce copy certificates, including the administration and prioritisation of customer requests through various channels.
4. Update daily stock balance and outstanding work records.
5. Allocate and prioritise a range of incoming customer requests for services and information via post or computerised systems.
6. Update computerised systems with customer appointment bookings using scripted processes.
7. Office administrative tasks, including filing, disposal of records and handling standard customer correspondence.
8. Account for income and security of stock as allocated.
9. Promote and implement the Council's Equality Policy in all aspects of employment and service delivery.