

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Administration Assistant**

**Vacancy ID: 009111**

Salary: £10,112.27 - £10,340.59 Annually

Closing Date: 15/07/2018

### **Benefits & Grade**

Grade D

### **Contract Details**

Permanent

### **Contract Hours**

22 hours per week – The post holder will be expected to work Wednesday to Friday and a Saturday on a rota basis, with a day off in lieu.

### **Job Description**

Registration & Bereavement Services are at the forefront in delivering high quality customer-focussed services and are currently looking to recruit a part-time Administration Assistant to work at the Register Office to assist in their busy reception area and general office.

We are looking for a professional, confident and enthusiastic team member who possesses excellent interpersonal skills and a caring and efficient manner. A good standard of literacy and neat, legible handwriting is essential.

Applicants should also be able to demonstrate a flexible and organised approach to their work.

Applicants should have experience of and be proficient and confident in the use of Microsoft Office applications, Outlook and the Internet.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Linda Cuthbert or Rachael Manning, on (01642) 527720.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate: Community Services</b>		<b>Service Area: Registration Services</b>	
<b>JOB TITLE: Administration Assistant</b>			
<b>GRADE: D</b>			
<b>REPORTING TO:</b> Registration Unit Manager & Statutory Registrar of Births, Deaths & Marriages			
<b>1.</b>	<b>JOB SUMMARY:</b>  Provide administration to support the delivery of a high-level, compassionate and customer focussed Registration Service.  To undertake duties relating to the registration of civil marriages.  To assist in the co-ordination of the successful provision of professional and effective front facing customer services. To provide administrative support to the section. To assist in the maintenance of secure financial accountancy procedures for customer transactions made through the General Office.  Contribute towards ensuring the service meets its key statutory and non-statutory performance indicator.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1	To assist in providing a customer focused reception service, including receipt of all incoming telephone calls and dealing with personal callers.	
	2	Assist in the operation of an appointment system for the registration of Births and Deaths and for the giving of Notice of Marriage/Civil Partnerships.	
	3	To provide general clerical and administration support across the Registration and Bereavement Service.	
	4	Assist the Registration Unit Manager with security and safekeeping of stock, forms, certificates and registers.	
	5	To assist in processing applications for the issue of copy certificates, including searches of the indexes of District records.	
	6	Assist with the collection and accounting of any fees payable to the Borough Council.	
	7	Ensure safe custody of all unused certificates, incomplete and complete registers and other security stock required for the satisfactory execution of statutory duties.	
	8	To assist in genealogy research and general searches of the index.	
	9	Assist with maintaining an orderly strongroom through an accurately recorded index and filing system for birth, deaths, marriage and civil partnership registers and controlled stock items, dating from 1837. Handling historic registers with care and preserving their condition.	
	10	To register marriages at other buildings, as applicable under the current Marriage	

		Act (housebound/detained) and the Registrar General's Licence Act and respond to technical out of hours service requests, i.e. wedding/civil partnership.
	11	To maintain technical competence to register marriages within the annual ceremony programme, maintaining an adaptable disposition in order to meet the varying expectations of customers, including undertaking ushering duties to ensure the safe and timely access and egress of marriage and civil parties. Undertake regular refresher training.
	12	To manage and supervise the genealogy research service and general searches of the index.
	13	To play a constructive role in the development of the team, and to contribute towards a focused and purposeful group, through excellent working relationships and team meetings with colleagues.
	14	Attend meetings, seminars and training events as required.
	15	To support and promote the Council's core values and corporate service standards.
	16	To enhance the Council's image within the community by promoting awareness of services and achievements and encourage greater public participation.
	17	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

## PERSON SPECIFICATION

Job Title/Grade	<b>Administration Assistant</b>	<b>D</b>
Directorate / Service Area	<b>Community Services</b>	<b>Registration Service</b>
Post Ref:	<b>32616</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<p>4 GCSE's Grade A to C (including English Language and Mathematics) or equivalent.</p> <p>NVQ Level 2 in Business Administration or relevant substantial equivalent experience.</p>		Application form
Experience	<p>Experience and working evidence of being extremely accurate in the recording of information.</p> <p>Administration &amp; clerical experience.</p> <p>Experience in and working with information technology systems.</p> <p>Experience in producing handwritten material in a neat, legible manner.</p>	<p>Experience of working within a sensitive front-line customer service.</p> <p>Experience of undertaking the role of Marriage Registrar.</p>	Application / Interview

	Experience in communicating in a positive, sensitive and professional way.		
Knowledge & Skills	<p>Excellent administration and clerical skills.</p> <p>Good-level of interpersonal and communication skills.</p> <p>Ability to utilise IT systems and operate bespoke registration related software.</p> <p>The ability to write information in a neat, clear and legible manner.</p> <p>Ability to demonstrate professionalism, integrity, empathy, patience and respectfulness to customers at all times.</p> <p>Knowledge and understanding of financial controls.</p> <p>Ability to communicate and work effectively within a team, creating a positive and productive team spirit.</p> <p>An awareness of performance measures and ability to work proactively to improve own performance.</p> <p>Ability and willingness to learn new skills.</p>	<p>Knowledge of the functions of a Unitary Council.</p> <p>Working knowledge and understanding of Stopford – AGENDA &amp; RAFTS systems</p> <p>Knowledge and understanding of working within a statutory legal framework.</p>	

Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements	<p>Post holder must wear the corporate clothing provided to maintain service identity and dress accordingly for all occasions whilst working within the service area.</p> <p>Occasional work outside of normal working hours may be required.</p>		



## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.