

# Role Profile – Ceremony Co-ordinator

## INFORMATION ABOUT THE ROLE:

<b>Group:</b>	<b>Corporate Services &amp; Governance</b>
<b>Service:</b>	<b>Legal &amp; Democratic Services</b>
<b>Location:</b>	<b>Gateshead Civic Centre</b>
<b>Line Manager:</b>	<b>Ben Hedley</b>
<b>Car User Status:</b>	<b>Casual</b>

**SCP 8–11 (Pro rata 14 hours 48 mins – 2 working days of 7h 24 one of the days must be a Friday)**

## WHAT WE WANT YOU TO DO.....

- To conduct marriage and civil partnership ceremonies in line with legislation including the registration and the issue of certificates. This includes undertaking ceremonies on a weekend/bank holiday
- To attend a Registrar General's License wedding ceremony at any location as required. This includes being required to attend work at short notice on occasions, these can take on any day/evening.
- Communicate with customers regarding their ceremonies and to liaise with staff at Approved Premises as appropriate. Including monitoring ceremony bookings, notice appointments, payment of fees and final details.
- Cover Registration Office undertaking associated statutory duties, value added non-statutory services, administrative, clerical, and statistical duties as required.
- To deal with customer contact across all channels. Including covering both registration office receptions as required.
- Effective use of business specific applications. These may include RON (Registrars On-line), GOSS (system used for Intranet and Internet & Registrars Diary,) and Microsoft Office system.
- To undertake duties at non-statutory ceremonies including and supporting the delivery of British Citizenship Ceremonies. This includes undertaking ceremonies on a weekend/bank holiday
- Co-ordinate, support and participate in developing and marketing of the Registration Service. Including the development of existing/new ceremonies
- Issue certified copies of birth, death, marriage, and civil partnership certificates
- To take payment of fees, account for income and stock and maintain records in line with financial regulations and administrative procedures. This must be done in accordance with Public Protection and Counter Fraud requirements.
- Assist in the promotion and delivery of positive solutions to achieving diversity and equality within the registration service across all areas, ensuring the Council complies with legislation and is compliant with Council Policy.



# Role Profile – Ceremony Co-ordinator

## WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

### THE KNOWLEDGE

- Knowledge of working within a registration service.
- Undertake Registration Service Training and any corporate training as required

### THE QUALIFICATIONS

- Minimum of 5 GCSE's A – C
- Full driving license or access to mobility support

### THE EXPERIENCE

- Able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information
- Able to provide excellent customer service, at times in a sensitive setting, by being able to deliver high quality tailored services to meet needs and exceed expectations
- Able to work effectively within a busy team environment, and to manage a workload involving dedicated appointment times.
- Able to effectively use a PC to prepare documents, record information or input data.
- Be socially confident and self-assured when meeting new people.
- Good organisational and co-ordination skills with an attention to detail



## OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

### **CUSTOMER FOCUSSED**

Puts the customer first and provides excellent service to both internal and external customers

### **GREAT AT COMMUNICATION**

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### **TEAM PLAYER**

Works with others to achieve results and develop good working relationships

### **MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results

### **FLEXIBLE**

Adapts to change and works effectively in a variety of situations

### **LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences

