Registration Support Officer

JE Code: JE1564

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Customer & Community Services |
| **Reports to:** | Registration Officer (Specialist & Nationality) |
| **Job Family** | Professional & Technical |
| **Grade:** | D |
| **Political restricted** | N |
| **Date:** | July 2022 |

**Key Deliverables**

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| **1.** | To manage any customer contacts received via the contact centre or directly from customers or other departments, ensuring they are responded to by the most appropriate person ensuring customers are chased/given the necessary support and information they need when using the Registration Service. |
| **2.** | To deliver a range of birth appointments and register marriages as required. |
| **3.** | To work with the Registration Officer (Specialist) to ensure electronic and paper-based systems (including RON; ROC; Zipporah; TUO) and procedures for Registration Services appointments, ceremonies and other services are kept up to date and are robust. To ensure all back-office functions are in place and reviewed regularly. |
| **4.** | To support the continual development of the Registration Services website to ensure customers can self-serve and complete their business online where appropriate. Providing a portal that can be used by customers and staff seeking information and guidance on all registration matters. |
| **5.** | To organise a programme of citizenship events ensuring all paperwork is dealt with securely, events are conducted within statutory time scales, maintaining accurate records of attendees to allow appropriate allocation of HO payments whilst maintaining a high standard of customer service. To deliver ceremonies as required. |
| **6.** | To carry out copy certificate production as required as well as support building and administration projects to meet with service objectives within specified time scales and assist with the development of the service. |
| **7.** | They may have to work unsocial hours and travel in adverse weather conditions to venues or to deliver services. During all of these activities the post holder will have full regard for safe working practices.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | This post holder will be required to cover some weekends, bank holidays and out of normal hours to carry out or provide advice and guidance to other team members when we are booked to provide services or need to provide statutory services. |
| **2.** | Have exceptional attention to detail, ensuring accurate records are produced both handwritten and typed. |
| **3.** | IT experience to confidently operate systems and updates. |
| **4.** | Demonstrate good English and numeracy skills. |
| **5.** | Full, clean driving licence and access to a vehicle. |
| **6.** | Confidence to report potential fraud, safeguarding or other concerns. |

Job Family

Professional/Technical

Grade D

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

### The knowledge and skills required

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

Job holders will need to make judgements as well as creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon job holders’ technical expertise in their particular discipline. Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders’ specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Job holders will help others understand issues and make choices, guide & advise, offer choices and suggest alternatives.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

### Areas of responsibility

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. They are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget or the careful use and maintenance of significant Council assets such as vehicles, equipment, information and resources.

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional/Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.