**ROLE PROFILE**

**Role Title: Ceremony Officer (Relief)**

**Service Area: Registration Service**

**Directorate: Regulatory Services, Environment & Property**

**Accountable to: Registration Services Team Leader**

**Post Number(s): 12 x** 335003250

**Assessed Grade: D Competency Level: 1**

**JE Code: JE1097**

**Date: January 2020**

**Purpose of job**

To work as part of the team responsible for the delivery of celebratory events in Registration Offices, approved venues, places of worship and other venues as required. To perform statutory functions in registering and conducting Civil Marriages and Partnerships, together with other non-statutory functions, including the renewal of vows, naming, citizenship or other registration ceremonies or services as required.

**Key Objectives**

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| 1 | To attend pre ceremony interviews and register the complete range of statutory ceremonies at venues across Milton Keynes; ensuring the prescribed legal requirements are met and best practice guidelines followed; accurately register events once completed.. |
| 2 | To conduct the full range of ceremonies to a diverse range of couples and guests across Milton Keynes; managing venue liaison and the smooth running of ceremonies to time and best practice. |
| 3 | To update systems and issue any certificates; being mindful of security of stock and information. |
| 4 | Under the supervision the Team Leader or Senior Registration Officer to carry out authorised amendments to records and issue certified copies from registers and other duties as required. |
| 5 | Responsible for ensuring any monies due to the council are properly received and accounted for and supporting statistics are accounted for in a timely manner. |
| 6 | Assisting with the promotion, marketing and development of the service. |

**Scope**

**People**

The post holder will engage with members of the public, their guests, venue providers and Milton Keynes Officers and staff on a regular basis when conducting ceremonies or carrying out registration business, meeting legal requirements and best practise.

Key relationships will be with members of the public and dignitaries at statutory and non-statutory ceremonies, other departments within MKC, staff at approved venues in the MK district and colleagues in Registration Services throughout England and Wales. It may also involve contact with hospitals, care homes and coroners in relation to some activities.

**Financial**

The post holder will not have financial responsibilities however they will need to be mindful of the need to control spending and maintain incomes throughout the financial year.

The post holder will be responsible for checking all bookings have been paid for in full and ensuring any monies that they take for services are correct and appropriately accounted for, recorded and banked in line with council policy.

**Non-financial**

The post holder will be responsible for secure stock, customer records and documentation within their care as well as electronic systems that they have access to in the course of their duties. These must be kept secure at all times.

**Special factors**

On occasions the post holder may have to deal with difficult or confrontational situations or deal with the psychological impact of dealing with bereaved families and their agents in relation to deaths. This role involves contact with clients facing life changing situations; often in a formal or ceremonial context and can be emotionally charged or distressing. This involves, on occasions, performing a civil ceremony where a partner is not expected to live.

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 practises.

The core hours will generally be within office hours over a 7 day period and include bank holidays; however, it is a legal requirement to attend out of hours in emergency situations. Although this occurs infrequently, it could be between 4-6 times per year.

This post primarily covers weekends, bank holidays and out of normal hours when we are booked to provide services or need to provide statutory services. It also covers for peaks in demand to cover bookings in the week and at times of sickness and leave of other staff.

The post holder may be required to lone work without supervision at ceremonies if only one person needs to attend. Personal safety and security measures should be adhered to.

The role is key to meeting customer demand as well as supporting the delivery of the Registration Service and is vital to the continued supply of statutory and non-statutory services as it avoids us having to close offices for appointments.

**Work Profile**

The role will impact on the local community by managing client’s sensitive and personal details, in life changing situations**,** in a professional and efficientmanner ensuring the correct legislation has been followed and the correct information extracted and recorded legibly and accurately.

The role holder will:

Carry out statutory and non-statutory ceremonies on behalf of MKC, meeting legal and local requirements and will be responsible for the completion of all pre and post ceremony procedures ensuring the security of the Register Office and secure stocks and documentation. This includes the reporting of any suspected sham marriage or fraudulent activity to the appropriate body.

Be responsible for ensuring ceremony bags contain all the relevant documentation, items and secure stocks for that days/weekends requirements and to check it has been returned correctly. They will then enter registration details on the appropriate systems in a timely and accurate manner, issuing certificates as required.

Attend and present/or register statutory ceremonies such as marriage and civil partnership ceremonies at the Register Office and approved venues, meeting the prescribed legal requirements and in line with council procedures.

Attend and present non-statutory ceremonies at the Register Office and approved venues as required i.e. naming, renewal of vows and Citizenship ceremonies in accordance with MK council procedures.

At ceremonies, be responsible for organising and managing the relevant venue team and parties, varying from 4 to over 100, so that the ceremony proceeds in atimely and professional mannerand advise of legal requirements where required.

Be responsible for delivering a high standard of customer service to a diverse population and will need to understand the different cultures and customs and how this may affect interaction at any formal ceremonies. They will need to assist clients with complex legal requirements where English is not their first language. Services must be operated with particular regard to equal access for all sections of the community, all in line with MKC service standards.

Need to pay attention to detail when reviewing, assessing and interpretingany official documentation produced by members of the public and to have good listening/questioning skills to ensure accurate records are created within the limits imposed by legislation and to report any suspected fraudulent paperwork / actions are pursued with the relevant authorities following agreed procedures. They will also have the responsibility and legal authority to stop any Marriage or Civil Partnership ceremony should they have legitimate cause for concern.

Carry out authorised amendments to records and issue certified copies from registers under the guidance of an experienced member of staff. They will cover reception and support roles and be trained to carry out other registration business if required.

Be responsible for working as a team and supporting co-workers in delivering or administering ceremonies or services as required.

Be responsible for maintaining their professional knowledge through training and networking with colleagues as well as maintaining a working knowledge of the regulations of the GRO Registration Handbooks, circulars and other instructions together with council procedures regarding ceremonies and registration.

Check the correct payment has been received for all services and where necessary collect fees ensuring correct charges are levied and payment is received and recorded for both statutory and non-statutory registration services ensuring that all financial procedures are adhered to.

Assist the Registration Services Manager in the promotion, marketing and development of the service through involvement in communication production and customer events.

Undertake any other duties appropriate to the nature and grading of the post as may be required from time to time.

**Head of Regulatory Services**

**Senior Registration Officer**

*(GRO Designation: Registrar/DSR)*

1 fte

**Registration Officer**

*(GRO Designation: Deputy Registrar/DSR)*

3.4 fte

**Relief x 2 posts**

**Registration Services Manager**

*(GRO Designation: Proper Officer)*

**Director**

Environment & Property

**Ceremony Officers (Relief)**

**x 12 posts**

*(GRO Designation: DSR /DR)*

**Registration Services Team Leader**

*(GRO Designation: Superintendent Registrar)*

1 fte

**Registration Officer (Registration, Citizenship & Systems)**

*(GRO Designation: DR/DSR)*

1 fte

**Customer Services**

**Reception/calls/bookings**

**Registration Support Officer (Registration, Citizenship & Systems)**

*(GRO Designation: DR/DSR)*

1 fte

**PERSON SPECIFICATION**

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

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| **PERSON SPECIFICATION** | **Examples specific to role** | **Required** | | **Level** | | | **Method of Assessment interview, testing, reference** |
| **Essential** | **Desirable** | **Awareness** | **Significant** | **Extensive** |
| **SKILLS AND KNOWLEDGE**  **Technical knowledge and qualifications** | Demonstrate evidence of handling card, cheque and cash payments and simple banking procedures |  | **X** |  | **X** |  | **Application form/ Interview** |
|  | Demonstrate ability in numeracy and literacy along with the highest levels of accuracy and attention to detail | **X** |  |  |  | **X** | **Application form / Interview / Test** |
|  | IT qualification or equivalent practical skills in IT including competent use of word, excel, outlook and the internet | **X** |  |  |  | **X** | **Application form/Interview** |
|  | Demonstrate ability to communicate, clearly and effectively, complex regulations both verbally, face to face, by telephone and in writing | **X** |  |  |  | **X** | **Application Form, Interview** |
|  | Evidence of ability to present information and deliver presentations to a diverse and potentially large audience, clearly and succinctly | **X** |  |  | **X** |  | **Application form/ Interview/Presentation** |
|  | Demonstrate ability to understand and apply detailed regulations and follow correct procedures. | **X** |  |  |  | **X** | **Application form/ Interview/Test** |
|  | Demonstrate knowledge of Registration legislation and practice in regards to registration and ceremony requirements. |  | **X** |  | **X** |  | **Application form/ Interview** |
|  | Evidence of ability to meet challenging service demands within a busy customer facing environment whilst providing excellent customer care | **X** |  |  |  | **X** | **Application form/ Test** |
|  | Willing to use own transport for work purposes as and when required | **X** |  |  |  | **X** | **Interview** |
| **Planning and organising work** | Evidence of planned and organised approach to work with proven ability in managing time effectively for self and customers | **X** |  |  | **x** | **X** | **Application form/ Interview/ Presentation** |
|  | Able to multitask in challenging situations. | **X** |  |  |  | **X** | **Application form/ Interview** |
| **Planning capacity and resources** | NA |  |  |  |  |  |  |
| **Influencing and interpersonal skills** | Demonstrate ability to build positive relationships with the local and larger team, to co-operate and promote effective team work, taking responsibility to minimise any issues that could disrupt work. | **X** |  |  |  | **X** | **Application form, Interview** |
|  | Demonstrate good customer care skills working with all members of a diverse community | **X** |  |  |  | **X** | **Application form, Interview** |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | Demonstrate ability to resolve problems as they arise in the course of their duties, knowing when to seek guidance and ability to cope under pressure and meet deadlines | **X** |  |  |  | **X** | **Application form Interview** |
| **Managing risk** | Demonstrate understanding of basic Health and Safety principles in the work place | **X** |  | **X** |  |  | **Application form Interview** |
|  | Able to lone work without supervision if required. | **X** |  |  |  | **X** | **Application form/ Interview** |
| **Managing change** | Continuously developing knowledge, skills and abilities to meet the current needs of the service and the role. | **X** |  |  |  | **X** |  |
|  | Demonstrate ability to be flexible to meet changing demands at short notice | **X** |  |  |  | **X** | **Application form, Interview** |
|  | Evidence of commitment to continuous improvement, sharing learning and responding positively to change. | **X** |  | **X** |  |  | **Application form/ Interview** |
| **ACCOUNTABILITY and RESPONSIBILITY**  **Undertakes tasks without supervision** | Ability to make sound, well-judged decisions based upon information gathered from interviews and other sources | **X** |  |  |  | **X** | **Application form/ Interview** |
|  | Demonstrate understanding the importance and ensuring maintenance of confidential records and security of staff, customers and physical assets (secure stock). | **X** |  |  |  | **X** | **Application form/ Interview** |
|  | Understanding and appreciating the diversity of individuals who have different needs, values and attitudes. | **X** |  |  | **X** |  | **Application form Interview** |
| **Managing people** | NA |  |  |  |  |  |  |
| **Managing financial resources** | NA |  |  |  |  |  |  |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s core competency requirements which include Customer Focus; Communicating & Engaging; Managing Resources; Organising & Improving Performance; Taking Responsibility; Team Player**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post**

**Other information**

* able to travel throughout Milton Keynes to meet service delivery requirements and timescales
* available to undertake work outside of normal working hours at weekends, evenings and bank holidays
* smart professional appearance and confident manner

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| Signed Job holder | Signed Line Manager | Signed Service Head | Date |