

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

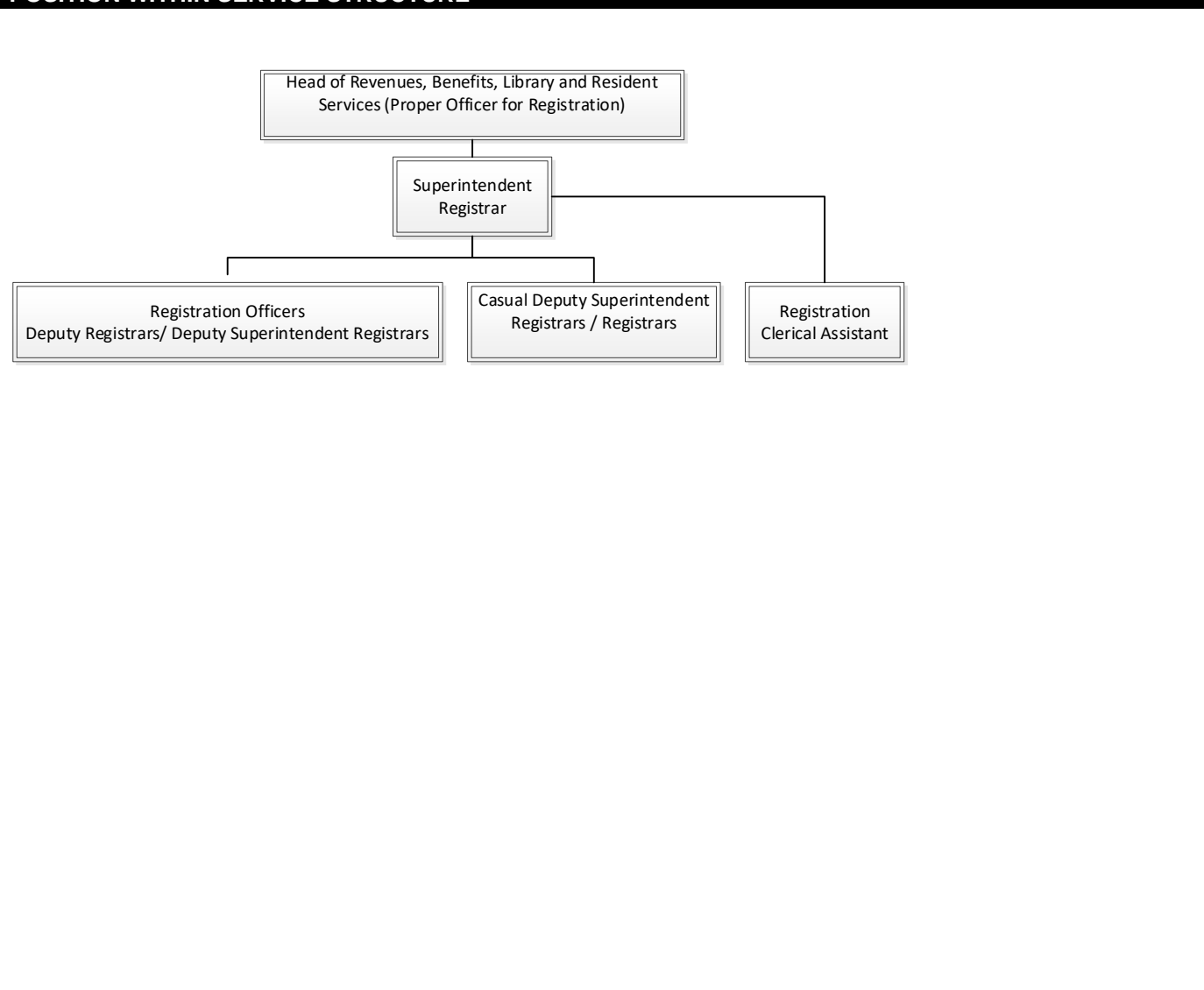
Job Title: Registration Clerical Assistant	Job number: WM0486
Service Area : Revenues, Benefits, Library and Resident Services	Team: Registration

JOB PURPOSE

The Registration Clerical Assistant will assist the Superintendent Registrar and Registration Officers in the effective provision of RBWM's Registration Service including statutory duties.

To assist the public via face to face, telephone and email contact, giving accurate information regarding various registration duties and legislation.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

- **General:-**
- Accurate registration of completed marriage ceremonies on Registrar-specific software
- Issuing certificate copies; keeping records of Govt bonded stock issued to Registrars up to date.
- Liaising with religious premises to arrange and conduct appointments to oversee return of wedding registers and associated stock.
- Accounting for all Govt issued bonded stock from all Religious premises in RBWM/its return to the Registration Service
- Indexing onto Registration specific software of all returned Registers from all Religious premises in RBWM
- Support Registration Officers with general reception duties including booking appointments, wedding ceremonies and taking payments.
- Ensuring all paperwork is correct in advance for ceremonies
- Issuing approx. 400 new schedules for marriages on an individual basis and chasing up any mistakes/missing paperwork

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>Good standard of education</p> <p>NVQ Level 1 or appropriate experience</p>	Previous work experience in the Registration Service	Information declared on application form
Job Competence summary (knowledge, skills, abilities, experience)	<p>Able to act unsupervised and on own initiative</p> <p>Organisation and planning skills</p> <p>Ability to carry out duties professionally but with compassion</p> <p>I.T. literate – excellent knowledge of Microsoft software including Outlook, Excel and Word</p> <p>Clear handwriting</p> <p>Meticulous attention to detail</p> <p>Excellent Customer service skills</p> <p>Understanding and commitment to the principals of equality and diversity</p>	Knowledge about the Registration Service and related legislation	Interview answers, reference from previous job
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	Enhanced DBS check		
Politically restricted post	No		

<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		<p>The competent answering of interview questions in English.</p>
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