

## Job Description

### Apprentice Registration Support Assistant

#### Registration Service

Role Structure	Role Details
Directorate:	Governance and Law
Grade:	HC05
Location:	No 8 St Owens Street
Responsible to:	Superintendent Registrar

#### Main purpose of the role

To deliver a high quality, comprehensive and professional registration support service, working as part of a multi-functional integrated team.

To provide an efficient and effective "one stop service" for the customer and act as an intermediary between the customer and service areas.

To receive enquiries by telephone, website, email and in person to the Register Office and take appropriate action as required.

To contribute and identify improvements to the provision of services to the public.

To undertake a 12-15 month period of study for the Level 2 Customer Service Practitioner Apprenticeship.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To take responsibility for resolving queries and completing action arising from customer enquiries and refer customers, where appropriate, to professional specialist staff.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To effectively communicate with internal and external customers, face-to-face, in writing and over the telephone, in line with council and service standards.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To receive and direct service users to the Registration Officer and support as appropriate ensuring a high level of service is maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To provide assistance in the processing of Citizenship Ceremonies, following set procedures to ensure the fulfilment of the requirements of the service.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>To handle payments made for services by credit/debit cards and completing daily reconciliation with stock.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To provide information to the Senior Registration Officer / Ceremony Co-ordinator regarding customer complaints, compliments and feedback and to identify service improvements.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To efficiently and effectively use information technology including RON, Business World, MS Office applications and the Internet, updating as required.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that documentation/information to be accessed by the public is available and up to date, including actioning any website updates</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>To ensure that any specified procedures for ensuring confidentiality are maintained for Registration Services, especially in information provision and dissemination.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To follow the prescribed procedures to allow visitors to enter and exit premises appropriately, including where available, access to visitor parking.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To update and maintain standard office procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>To produce routine letters and associated tasks.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To assist in the enquiries, applications and preparation of paperwork for the inspection and licensing of Approved Premises in accordance with guidance laid down by the General Register Office.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To assist colleagues and temporary staff, as appropriate, to ensure high standards of service are maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To carry out all finance activities including procurement of goods and services as directed to include use of Business World</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To be responsible for ensuring the management and archiving of key documents, ensuring processes are followed to ensure records are kept in accordance with the General Register Office guidelines, Council's retention schedule, Information Security Policies, Freedom of Information (FOI) and Data Protection Principles.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To assist with the FOI and Data Protection Act process by collating the information necessary for the Council to respond in accordance with its published procedures and statutory timescales.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To undertake such other duties as may be directed by the Senior Registration Officer / Ceremony Co-ordinator</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Act as Registration Service receptionist on a rota basis with other Registration Support Assistants. To meet and greet customers, make appropriate appointments and be a source of information relating to registration enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To cover for and support the other Registration Support Assistants in the team particularly in times of increased service demand</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>The post holder is required to work outside normal working hours, including Saturdays, Sundays/Bank Holidays and evenings where service demand dictates.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.	
Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.	



## Person Specification

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Grade 4 or above in Maths and English</li> </ul>	Essential	A
<ul style="list-style-type: none"> <li>Good general numeracy skills and accounting</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working in a busy office environment ideally within a Local Authority setting</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience in the Registration Service or related area is desirable</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience of customer facing environments</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of working with and processing confidential and/or sensitive information.</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience of IT systems, MS packages eg outlook, excel, word</li> </ul>	Essential	A
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Able to work without direct supervision and without the need to refer for guidance</li> </ul>	Essential	I
<ul style="list-style-type: none"> <li>To be able to analyse and interpret factual information to solve straightforward problems</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>To be able to communicate, in person and/or in writing, a</li> </ul>	Essential	A, I

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
variety of information to a range of people and be able to demonstrate tact/sensitivity when dealing with difficult situations		
<ul style="list-style-type: none"> <li>Ability to produce high quality, accurate work to deadlines.</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Maintaining a calm and professional approach whilst working under pressure, competing demands and delivering to tight deadlines.</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Work effectively as an individual and as a member of a team.</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Ability to work with staff at all levels within the Directorate, Council and other organisations</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Ability to demonstrate excellent organisational skills and to manage and prioritise own workload producing and administering correspondence and documentation to a high standard.</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Experience of a range of office systems including the ability to use a keyboard with a high level of precision and speed</li> </ul>	Desirable	A,I
<ul style="list-style-type: none"> <li>Ability to follow and work to standard office procedures</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Ability to deal with clients in a proactive and responsive way,</li> </ul>	Essential	A,I



Requirements	Essential or Desirable	Identified by  A – Application I – Interview
adhering to service and council standards		
<ul style="list-style-type: none"> <li>Ability to maintain accurate records.</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>Ability to recognise, acknowledge and deal with confidential matters sensitively</li> </ul>	Essential	A,I
<ul style="list-style-type: none"> <li>An ability to extract and convey accurate information to officers at all levels and to disseminate such information when required</li> </ul>	Essential	A,I
<b>Other factors</b>		
<ul style="list-style-type: none"> <li>To be able to travel within the county</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>To be able to work evenings, weekends and public holidays and provide cover at short notice i.e. a flexible approach to working hours</li> </ul>	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for





**Herefordshire  
Council**

Herefordshire” acting as our DNA and the “way that we do things around here”.



**Spirit of  
Herefordshire**

*A place to Live, Work & Thrive*

We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

