



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Receptionist/ Information Officer	Grade/Level: L2	Post Number: P/A
Directorate: Operations and Enabling Services	Job Family:	Date Prepared: March 2021

Role reports to (Job Title):

Office Manager / Senior DSR, The Superintendent Registrar, Registrar General

Job Purpose:

To act as receptionist and information officer at the Register Office, including general clerical duties. Preparing replacement birth, death, Civil Partnership and marriage certificates and answering queries on same from public. To manage ceremony parties and register marriages

Key Accountabilities:

1. To take responsibility for being the first point of contact for personal and telephone callers to the Swindon Register Office.
2. To take responsibility for having a good working knowledge of the statutory requirements and the Marriage and Civil Partnership, Births, Deaths and Still-Births General Register Office Handbooks, circulars and instructions.
3. To take responsibility for maintaining a broad knowledge of the wider range of questions asked at the Register Office including the matters of Probate and Wills.
4. To use the computer based Register Office appointment system and registration system and to act as administrator for same.
5. To take responsibility for receiving and sorting orders for replacement certificates in person, online, over the telephone and by letter.
6. To search for registration details using both manual and computerised indexes and to take responsibility for correct issue of certificates ensuring all statutory processes and accounting procedures are followed.
7. To receive monies by way of cash, credit and debit card and to reconcile and account for same at end of each day
8. To take responsibility for dealing with British Citizenship certificates and administration of ceremony attendance (500 new citizens each year)
9. To take responsibility for maintaining the reception area, that it is kept tidy and managed securely.
10. Interview couples and register marriages taking place in the Swindon Register Office and at Approved Premises and Churches within the Borough attended by between 4 and 250 people and to deal with any difficulties that arise during these (500 ceremonies each year)
11. To assist the Superintendent Registrar in admin tasks as required
12. To manage ceremony parties on Saturdays and during the week as they arrive in the Register Office

Supplementary Accountabilities:

1. Remain fully conversant with the rules relating to birth and death registrations
2. Carry out any other duties appropriate to the post and requirements of the Service, for example Ceremony Officer.
3. Answer any written correspondence in a timely manner.
4. Remain fully conversant with the rules relating to marriages and civil partnerships so that appropriate questioning may be undertaken and decisions made when appointments are requested.
5. To take responsibility for and answer to the General Registrar Office for certificate stock and marriage registrars issued to and by you and prepare annual returns of the same

Knowledge and Experience:

- 5 x GCSEs or proven equivalent including English Language and Mathematics
- Proven computer skills and experience of using Microsoft programmes
- Ability to work 100% accurately
- A good standard of written English
- Legible handwriting
- Experience of cash handling and accounting
- Full driving licence and access to a car
- Proven experience of being able to deal with people in extremes of emotion
- Ability to maintain confidentiality

Decision Making:

All registration staff are statutory officers, that is they are personally responsible in law for the decisions they make and answerable for same, that is subject to judicial discipline

Contacts and Relationships:

Deal with members of the public on a face to face basis and by telephone, email or written correspondence on a daily basis. (25000 visitors to the Register Office each year.

Act as receptionist for the RO and liaise fully with other receptionists and other members of staff Inform - by giving routine advice on birth, marriage and death registration, Civil Partnership, nationality checking and citizenship to the public.

Check information on marriage and civil partnership notices with other Register Offices when necessary

Creativity and Innovation: Managing and improving the appointments system

To respond to any and all circumstances that occur at ceremonies as they happen and to deal with them in a professional manner so continuity, legality and dignity of ceremony is maintained

Emotional Demands of the job:

The work on marriages becomes very pressured during the busy summer wedding period and failure to perform a ceremony is not an option whatever unexpected issues arise. This places considerable pressure on the postholder.

On busy days the postholder will manage ceremony parties for several hours without the opportunity for a break, always keeping an eye on the time whilst managing the ceremony, participants and guests.

Job Specific Competencies:

Day to day management of workload according to demand

Disqualifications for Appointment:

A person may be disqualified for appointment to any registration office if:

- a. He/she has been declared bankrupt and has not subsequently obtained his/her discharge or if he/she has made any composition or arrangement with his/her creditors and has not subsequently paid his/her debts in full or obtained a certificate of discharge.
- b. He/she has been dismissed from any office by the Registrar General and the Registrar General does not consent to the appointment.
- c. He/she is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of Swindon Borough Council or of a committee of the Council having duties in relation to the appointment of registration officers.
- d. He/she holds any office as authorised person, secretary (for marriages) of a synagogue or a registering officer of the Society of Friends.
- e. He/she is a minister of religion, a medical practitioner, a midwife, an undertaker or other business concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any calling which would conflict with or prevent the proper performance in person of the duties of the office for which he/she is a candidate.
- f. He/she is an officer or servant of Swindon Borough Council appointed by them to exercise the functions of the Proper Officer.

Before taking up an appointment to any office the candidate must have ceased to follow any occupation or resigned any appointment which would disqualify him/her but he/she is not required to do so before becoming a candidate. An officer, once appointed, for as long as they remain in office may not enter upon any appointment or occupation which would have disqualified him/her from appointment to his/her office.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:**Print Name:****Date:****Line Manager's Signature:****Print Name:****Date:**