

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Certificate Production & General Office Assistant
Grade	PS5	Reports to (role title)	General Office Manager
		Directorate	Customer & Communities
JE Band	161-191	Service	Registration and Nationality Service
		Team	Registration of Births, Deaths, Marriages & Civil Partnerships Service
		Date Role Profile was created	Jul-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The role primarily requires the postholder to produce copies of Birth, Death and Marriage certificates working to set timescales, as well as assisting in registration administration and accounting procedures. Part of the main duties will require registering marriages and civil partnership ceremonies for which full training is given.
Work Context	The role also requires the provision of excellent frontline customer service - to greet and assist customers visiting the office, as well as providing assistance with telephone enquiries. The postholder will be working within a team environment as well as working to own initiatives, providing support to all Surrey registration offices. Working as part of the Surrey Registration Service, the office is based at Artington House in Guildford.
Line management responsibility if applicable	N/a
Budget responsibility if applicable	n/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> Support and contribute where appropriate to the management or ongoing development of the service. Raise awareness of the service by supporting relevant public relations activities. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan, organise and deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May provide or support the delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> Provide advice and guidance to members of the public on specialist services. <p>People Management</p> <ul style="list-style-type: none"> Assist in the induction of new staff and by sharing expertise and knowledge within the team. May be required to supervise volunteer and work placements. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Vocational Qualifications Level 2 or equivalent in relevant field. Some knowledge of the specialist service area. May be required to hold specialist skills relevant to the service area. Good IT skills. Able to manage own time effectively and identify priorities. Good organisational skills with the ability to work effectively and flexibly as part of a team. Ability to provide high standards of customer care. Good interpersonal skills and able to provide a high standard of customer care. Able to communicate effectively and politely with members of the public.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Attention to detail, accuracy and neat, legible handwriting is an essential requirement. The use of IT systems, spread sheets and photo editing programmes is also required although training is provided for the specialist applications.</p> <p>Experience in working in a public facing or customer service role is essential. It is essential that the postholder communicates effectively and professionally in all interactions, in writing or verbally.</p>
Role Summary	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>
Reference Number	<p>BM-2023-250</p>