**Job Profile – Registration Admin Assistant**

**Job Title: Registration Admin Assistant**

**Job Grade:** **Level 2, Zone 1**

**Salary Range: £29,413 - £31,529**

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all.

**About the role**

To represent the council in providing direct first point of contact with service users, in particular providing reception and telephony cover. Provide efficient and effective service delivery support including legal statutory administrative functions in accordance with General Register Office and Home Office to the registration service.

Take responsibility for carrying out the legal administrative functions of a Deputy Registrar of Birth and Death1949 Act in any location as specified by the Registration Authority, this includes preliminaries associated with correction, re-registrations, etc.

* Provide welcoming and professional reception cover, assisting to ensure appointments are seen in a timely manner within agreed service standards and providing advice and guidance on registration matters whilst ensuring only up to date information is available.
* Represent the Council by providing the first point of contact with customers, via email and face to face providing advice and applying sound judgement in assessing their needs across service areas and resolving their query directly or referring them where a detailed consultation is required
* Is able to provide service delivery support across the services work streams, in terms of general and specific statutory administrative functions

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* Provide registrars telephone service cover including responding to customer queries and escalations via all channels of communications, such as managing register office mailbox and accounting for post. Undertaking duties as required to ensure the smooth running of the Office, such as collating data on service performance and reconciliation of data to support management in service improvement.
* Is able to offer an administrative financial support function across the service including delivering frontline Home Office income generating services such as Citizenship Services and other new products that are released.
* Is able to prioritise and respond to customer needs for statutory administrative services, such as duplicate certificates, birth/death declarations, Inquests, Un-witnessed corrections, preliminary re-registrations applications, etc. Maintain and assist in preserving registration records.
* Is able to be versatile and support registration officers in delivering core services, such citizenship ceremonies and assist with service promotions such as attending weddings fairs, etc.
* Develop and continuously improve administrative processes and procedures to achieve better and more efficient ways of working and optimise quality output.
* Provide ICT administrative support including registering ceremonies on RON/ Rafts and Agenda and assist with other legal administrative such as space 17 or “Legal Administration”
* Provide services requiring knowledge of national standards, specific legislation related to the role and an understanding of moderately detailed business processes.

**Technical Knowledge and Experience:**

• Knowledge and understanding of customer care principles and their application

• Ability to explain information in a clear and concise way

• Focuses on customers to identify their individual needs.

• To organise and undertake work in a methodical manner

• The ability to work efficiently and effectively without direct supervision

• Ability and/or experience of using CRM systems and using Microsoft Office programmes to organise data

• Able to use initiative and take responsibility for their work.

• Flexible and agile working

**Work Environment:**

The job is office based, currently at the Camden Town Hall.

The role is based in a busy front-line service; as such the post holder will be required to manage changing and conflicting priorities. The service currently registers in excess of 10,000 births, 2,300 deaths and conducts in excess of 1,350 civil ceremonies per year. The post holder is also required to work to statutory deadlines e.g. governing the submission of returns to the General Register Office.

The post holder will be required to work some evenings and weekends.

**Relationships:**

Internal - Liaise with Registration service and contact Camden colleagues

External - The General Register Office and UKVI (Home Office)

Officers in other Registration Districts

Members of the General Public

Contact with staff at approved venues

Local hospitals and burial societies

The coroner’s services

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,