

Registration Service Assistant Officer

Salary Range: £33,340 - £35,456

Grade: Level 2, Level 1

Location: Town Hall, Judd Street, WC1H 9JE.

Reports to: Gemma O'Keefe



About the role

To represent the council in providing direct first point of contact with service users, in particular providing reception and telephony cover. Helping customers to book, change or cancel appointments. 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 Death 1949 Act in any location as specified by the Registration Authority, this includes preliminaries associated with correction, re-registrations, etc.

About you

- 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
- Provide registrars telephone service cover including responding to customer queries and escalations via all channels of communications, such as managing register office mailboxes 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 Issuing Green certificates for emergency burials or cremations, Inquests, Un-witnessed corrections, check preliminary re-registrations applications, etc. Maintain and assist in preserving registration records.
- 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.
- Successful candidate can work towards becoming a Registrar should a post become available

The things you'll achieve

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

You have

Good Communication Skills

Able to work under pressure in an orderly and timely manner

Good Organisational Skills

Be able to work as a Team Player

Other important information...

People management

No people management required

Work environment

The ideal candidate will be based at the Old Town Hall Judd Street. Working from the General Office when carry out administration duties or Based at Registrars Reception

Who you will be working with

Working with a Team of Registrars and Sessional Staff. Will report to Line Manager Gemma O'Keefe

The application process

Candidates will be invited to an interview. Held at the Town Hall, Judd Street.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

