

## **Administrative Officer and Receptionist**

**Salary:** Band 5. £25,652 - £27,363 per annum.

37 hours per week Monday to Friday. There may be a requirement to support marriage ceremonies in the evenings and at weekends for which overtime is paid.

### **The Service**

Portsmouth Register Service is responsible for the registration of births, deaths, marriages and civil partnerships within the Portsmouth registration district.

### **What is the role?**

To provide administrative support to the Portsmouth Register Service in all aspects of general and registration administration to the Registration team. You will be supporting the registration of births, deaths and stillbirths and the organisation of marriage, civil partnership and British citizenship ceremonies. Duties will include:

- Supporting in the delivery of high-quality marriage, civil partnership and British citizenship ceremonies on time, within quality outcomes and agreed budgets in a way that exceeds expectations.
- Ensuring the day to day operating of the Portsmouth Register Service is as efficient as possible.
- Contacting informants to book birth, death and stillbirth registration appointments.
- Booking notice of marriage and civil partnership appointments, marriage and civil partnership ceremonies and British citizenship ceremonies.
- Understanding birth, death and marriage legislation and be able to use this knowledge to advise customers accordingly.
- Confidently deal with enquiries from the public and stakeholders.
- Preparing invoices and take payments as necessary.
- Providing a welcoming and efficient front of house reception service, ensuring the busy appointment schedule is kept to time.
- Liaising with internal and external stakeholders to resolve queries relating to registrations and ceremonies.
- Maintaining accurate records across the two offices.
- Providing cover and support in either the Birth and Death office or Ceremonies office during periods of high demand or staff shortage.
- Assisting the Superintendent Registrar in the achievement of regulatory key performance indicators.
- Processing requests for copies of birth, death, marriage and civil partnership certificates within required timescales.
- Confidently dealing with sensitive data and situations.
- Supporting the Registration team to register marriage ceremonies ensuring they comply with marriage legislation.
- Supporting the organisation of British citizenship ceremonies including booking venues and required infrastructure as well as supporting with the registration of the new citizens and their guests on their arrival and ensuring the ceremonies take place successfully.
- Using appropriate IT programmes to effectively support service delivery.

## **Who is the person?**

### **You will:**

1. Have experience of working in a front-line customer service role.
2. Have experience of working in a busy administrative role where you are used to constantly managing multiple tasks at once.
3. Have experience of, or a keen interest in working in Registration.
4. Experience of cash handling.
5. Excellent telephone and face to face communication skills. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
6. Confident when dealing with members of the public.
7. Be patient, tactful and empathetic as you will be dealing with people who may be in a highly emotional state, and you will also be dealing with difficult situations.
8. Have strong organisational skills and be able to work well under pressure and within tight time constraints.
9. Be able to work as part of a team and on your own initiative when required.
10. The ability to understand complex legislation and to convey this in a way that is easy to understand to members of the public.
11. Have excellent accuracy skills and an eye for detail.
12. Be able to effectively manage your time and workload.
13. Be confident using IT systems with the ability to learn and use internal systems.
14. Be able to maintain a positive and professional attitude.
15. Have a good working understanding of client confidentiality, data protection and information governance.
16. Have excellent numeracy and literacy skills.
17. Have neat handwriting.
18. Have a flexible attitude and the ability to work at the weekends if required.

### **How to apply:**

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience. This is important, or you are likely not to be shortlisted. Please read alongside the 'How to apply' information on the careers page.

### **General Data Protection Regulation (GDPR):**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR). Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information. For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.