

# Hertfordshire County Council Job Outline



<b>JOB TITLE:</b>	<b>Admin Support Officer</b>
<b>GRADE:</b>	<b>H3-H4</b>
<b>REPORTS TO:</b>	<b>Senior Registration Officer</b>
<b>DEPARTMENT:</b>	<b>Resources</b>
<b>TEAM:</b>	<b>Democratic and Statutory Services, Registration &amp; Citizenship Service</b>

## **PURPOSE OF THE JOB**

To work as part of the Registration Certificate Archive team producing certificates from the Hertfordshire registers for births, deaths, marriages and civil partnerships. To facilitate the recording of marriages registered by schedule.

## **MAIN AREAS OF RESPONSIBILITY**

- To issue copy birth, death, marriage and civil partnership certificates.
- To enter details from the marriage schedule onto the digital record.
- To scan all original register entries using the appropriate software.
- Some certificates will require manual handwritten production.
- To work as part of a team, to communicate and liaise with registration staff ensuring all certificates are produced within the correct timescales.
- To maintain the high standard of certificate production in volume and accuracy.
- To receive marriage paperwork from religious bodies and in some cases members of the public both face to face and via post.
- To perform the full range of administrative duties, deal with general matters and certificate queries.
- Assist in the maintenance of accurate accounting and recording of secure certificate stock.
- To have a good understanding of the registration legislation.
- To cover other administration duties as requested by the Senior Registration Officer.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **SUPERVISION AND SUPPORT**

The Head of Registration Services is responsible for the strategic management of the service including issues such as policy decisions. The Registrations Managers are responsible for the operational management of the offices. The Senior Registration Officer manages the day to day running of the office.

The Support Officer would ensure that applications are dealt with completely and accurately and are responsible for the certificates produced and the administration within the team. All certificates must be produced within the expected timeframe.

## **JOB CONTEXT**

The Registration Certificate Archive team issue Birth, Death, Marriage and Civil Partnership copy certificates from records dating from 1837 to present from an event which took place within the County of Hertfordshire. The complete register must be located within the Archive. Work is generated by customers wishing to purchase a copy Birth, Death, Marriage or Civil Partnership certificate.

## **PERSON SPECIFICATION**

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You are expected to address each point separately in the order that it is listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

- Excellent communication, organisation and interpersonal skills are required and the ability to relate to a wide range of people.
- You will need to assess a situation and respond appropriately using tact and empathy as you may be dealing with members of the public at sensitive and emotional times.
- To be able to interpret legislation and complex rules and procedures and advise customers in a clear and concise manner,
- You will be required to use appropriate software to scan original register entries and internet-based Registration on-line systems, therefore competent IT skills are essential.
- You will work as part of a team and will also be required to prioritise tasks and manage your time effectively.
- You will be creating the legal record of marriages which have occurred in Hertfordshire so attention to detail and accuracy is essential.
- A flexible approach to working and the ability to prioritise to meet demands

- Previous experience and awareness within a similar statutory service dealing with the public.

**The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.**

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).