



Job description	
Job title	Ceremonies & Customer Services Officer
Grade	Pay Band F
Directorate	Resources
Section/team	Customer Services
Accountable to	Registration Manager
Responsible for	n/a
Date reviewed	August 2022

### Purpose of the Job

To assist with the delivery of excellent customer service at Knowsley Registration Service. Responsible for the ceremony function and customer experience; providing statutory ceremonial and registration duties in accordance with Registration Acts and the Registrar General's Regulations, supporting change programmes and implementing service improvements.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Administer the booking process for marriage, civil partnership and celebratory ceremonies, providing advice and guidance on statutory matters, making reservation and taking payment.
- Undertaking systematic checks to ensure all legal preliminaries to marriage and civil partnership are completed within the legislative timeframe.
- Carry out the legal preliminaries to marriage and civil partnership, including complex notices for those subject to immigration control.
- Issue marriage and civil partnership schedules for Knowsley, assisting the Team Leader and Senior Registration Advisor.
- Check marriage and civil partnership schedules for validity and accuracy.
- Liaison with couples and preparation of ceremony content, vow choice and readings.
- Register marriages and civil partnerships at the Register Office, churches, and approved venues in Knowsley.
- Input records post-ceremony and issue certified copy certificates.



- Conduct marriage and civil partnership ceremonies at the Registration Office and Approved Venues within the borough of Knowsley, co-ordinate the ceremonial party, liaise with venue staff and others working at the event.
- Manage the administration of Citizenship Ceremonies, receiving and checking Home Office documents, bookings prospective citizens in for their ceremony and confirming attendance with the Home Office.
- Assist with the running of Citizenship Ceremonies, including welcoming new citizens and guests, checking identification documents and hosting local dignitaries. Acting as Deputy Superintendent Registrar in the delivery of occasional Citizenship ceremonies.
- Perform celebratory ceremonies, Naming and Renewal of Vows, at the Registration Office and Approved Venues within the borough of Knowsley.
- Development of the customer experience framework, collecting customer insight and intelligence through channels such as exit surveys, journey mapping, consultation, and performance monitoring; to identify areas for improvement and implement change.
- Review and enhance the ceremony booking process, to deliver the most efficient, professional service that meets the needs of customers.
- To promote and market the service
- Support IT development projects, including improving and upgrading diary software, and the introduction of an enhanced ceremony booking system and website.
- Support new initiatives, local process improvement reviews, and the introduction of any new ways of working brought in through legislation change.
- Receive and respond to customer enquiries to ensure that issues are addressed efficiently and effectively within the statutory framework and local service levels.
- Have a personal responsibility to keep up to date with relevant and changing statutory requirements initiated by the Registrar General and other relevant Government Departments, seeking advice and guidance if required.
- Have a personal responsibility to support Public Protection and Counter Fraud Assurance Initiatives, as directed by the General Register Office for England and Wales.
- To adhere to local financial procedures and audit requirements and be responsible for the day-to-day banking and reconciliations of monies personally taken and for the safe custody of cash and secure items.
- To actively participate in team working, supporting colleagues and managers, promote effective communication and work flexibly.
- To assist with all reception and general office clerical functions at the office, including the production of copy birth, death and marriage certificates.



### Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.

### Other

- Weekend and Bank Holiday working is part of this role as the nature of our work requires attendance at ceremonies to register and conduct the event. This will be scheduled on a rota basis. Hours are likely to vary dependent upon public demand for services.
- Place of work is Knowsley Registration Service, High Street, Prescot, Knowsley. Additionally, there will be a requirement to work from other service points, churches and approved premises within the borough.