



Job Description

Corporate Services & Strategy Directorate

Post Title Registrar's Assistant

Post Number BG00033 **Grade** 3

Base Bedwellty House Tredegar **Hours of Work** 5 hours per week

Car User Allowance Casual **Disclosure** Yes

Contact Elaine Williams **Updated** 16th November 2015

Principal Job Purpose

Responsible to: Superintendent Registrar and Service Manager

Principal Accountabilities – Grade 3

1. To search historic records and indices and produce copy certificate when required.
2. To carry out administrative duties such as logging incoming and outgoing post telephone calls, e-mail enquiries and face to face customer enquiries.
3. To maintain and update electronic indices.
4. To carry out any other duties as are within the scope, spirit and purpose of the job title of the post.
5. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
6. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
5 GCSE's or equivalent to include English	Desirable	✓			
Other experience – dealing with the public, ability to organise and have administrative skills	Essential	✓			
Knowledge/Skills					
IT skills	Essential	✓			

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh Language Ability	Desirable	✓			
With sufficient training would be confident to perform marriage and other ceremonies to small or large audiences.	Essential			✓ Presentation at interview – 5 mins subject of their choice	
Ability to communicate with members of the public in emotional circumstances.	Essential	✓	✓		
Experience in registering births and deaths	Desirable	✓			
Holds a valid Driving Licence	Essential	✓			
Legible Handwriting	Essential			✓ (copying test)	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓

	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others				✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓