Job Profile

Enter Job Title Casual Celebrant & Registration Officer Grade 5 - fixed at Scp 11

Date created: 11.11.14

About the Job:
Gloucestershire Registration Service provides a high quality service to members of the public who wish to hold their ceremony in Gloucestershire.

Gloucestershire Registration Service requires confident, reliable, flexible, efficient people with a professional approach. This is a dual role that entails performing statutory (marriage and civil partnership) and non-statutory (naming and renewal of vows) ceremonies and to register marriages and civil partnerships. You will be required to attend ceremonies in our Registration Offices, some places of worship and other Approved Premises throughout the County. Confidence and assertiveness are skills needed to deal with large parties and to take ceremonies. Adhering to procedures at all times.

Training is provided for both roles, and it is essential that candidates show the potential to learn and carry put both roles to a high standard.

You will be expected to communicate efficiently, taking responsibility for electronically providing your non availability each month and to regularly check what work is allocated providing a cost effective professional, reliable service for Gloucestershire Registration Service.

This is what we need you to do:

- To conduct marriages and non statutory ceremonies in accordance with the General Register Office and GRS requirements.
- To conduct and Certify at Citizenship ceremonies.
- To register marriages or civil partnerships and issue the appropriate documentation within the required timescale.
- To attend ceremonies at the Register Office, Approved Venues and other places in special circumstances.
- To ensure that compliance with the legal requirements of the ceremony are adhered to at all times.

Special Conditions:

- To have some availability to work between the hours of 08.00-20.00.
- To be available to work flexibly. This will include weekends, bank holidays and weekdays, depending on ceremonies booked.
- To dress smartly and appropriately to attend marriages and other ceremonies.
- To be able to travel to offices and venues within the County using own transport.
- It is a requirement that there is no smoking in the workplace.

- To ensure that excellent customer care and high professional standards are maintained at all times.
- To carry out legal preliminaries for a marriage or civil partnership.
- To ensure that all paperwork is completed as required legally by GRO and also by GRS.
- To perform any other associated duties which are related to the functions of the post.

Candidates will have:

Experience

Of addressing and organising large groups of people or being a member of a drama or acting group.
Experience of giving presentations.
Have dealt with the public in highly emotional states, face to face in a busy service industry.

Knowledge, Skills and Understanding:

Excellent clear, verbal communication skills.
Excellent interpersonal skills.
Excellent written communication skills.
Strong computer skills.
Ability to organise own workload.
Excellent attention to detail when working.
Excellent team working skills.
High standard of customer service understanding and skills.
Understanding of Confidentiality within the role.

We want to be an employer of choice, attracting and retaining excellent people to work for us, so that we can best serve all of Gloucestershire's diverse communities. Our promise to you is that we will provide an inclusive and supportive working environment that enables you to bring your whole self to work and realise your full potential.

Behavioural attributes

To demonstrate an ability to address groups of people with confidence, warmth and professionalism.
To remain calm and professional during difficult situations or when members of the public are very emotional.
To be assertive without being officious.
To respect and adhere to policies and procedures at all times.
To respect cultural differences and diversity within our Communities.

Education & Qualifications:

Demonstrate sufficient ability to provide excellent handwriting at all times.
To be able to copy accurately.