

# Job specification



**Job title:** Customer Services Support Officer - Registrars

**Service:** Customer Services

**Grade:** G5

**Reporting to:** Assistant Business Partner

## Your job

You will support the provision of a professional Registration Service that meets customer needs and expectations, ensuring the services are compliant with all statutory requirements, General Register Office and government policies and The Registrar General's Good Practice Guide.

You'll work with volunteers, community groups and partners to provide an enhanced offer for our communities and raise awareness amongst customers about volunteering opportunities to grow Customer, Culture, Heritage and Arts provision.

You will accurately and efficiently index items of incoming work using Electronic Document Management Systems using the principles of same day indexing. You will liaise with partners, teams and customers checking systems and ensuring accuracy. You will also assist customers with software access issues and ensure accounts are created in a timely fashion to support positive customer outcomes and increase satisfaction levels

On behalf of the Superintendent Registrar, you will issue certificates for legal requirements and accounting for all fees and spoilt certificates in accordance with the financial policy procedure and carry out European Passport Checking Service in accordance with Home Office policies.

You will process timely and accurate payment of all invoices and purchase orders relevant to Customer Services, escalating any discrepancies, issue or concerns to managers.

You will provide advice, information and support on all Registrar Service matters to our customers and partners through digital, face to face and telephone enquiries and index items of incoming work using Electronic Document Management Systems using the principles of same day indexing.

You will predominantly work Monday to Friday and hours will vary between 8:00 am and 18:00pm in line with the needs of the service. You will on occasions be required to work Saturday and Sunday and in such circumstances you will be allocated equivalent time off Monday to Friday. This will be assigned on a rota basis.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

### In the next 12 months, you will:

- Identify and prevent potential fraud including sham weddings and documents raising suspicions to managers and providing information in connection with any investigations

- Understand changes in legislation, policy, practice and statutory requirements for the service
- Use systems and knowledge to support evidence verification processes, signposting appropriately to services that may benefit our customers and enhance the customer offer and experience

**On an ongoing basis you will:**

- Support managers to deliver effective and efficient services to our customers focussed upon achieving successful outcomes and meet corporate objectives aligned to the Deal
- Actively engage, model and demonstrate to customers the benefits of using online services as the primary customer access channel to help build self-reliance and migrate customers to more cost effective and sustainable delivery channels
- Be responsible for own equipment, records and stock necessary for an efficient and proper service delivery, accounting for fees and certificates in accordance with the financial policy procedure
- Effectively record and monitor customer contacts that measure performance levels, resolution at the first point of contact and improve customer satisfaction
- Respond to customers and other organisations enquiries, emails, letters, telephone, requests, disputes, providing accurate, clear and informative advice and information, engaging customers and staff to interact digitally with the service
- Monitor and maintain the service mailboxes, including, but not exclusively, Registrar Service and MyAccount to ensure that the emails are prioritised and dealt with in a timely manner, supporting the appropriate development of Electronic Document Management Solutions to digitise service provision
- Liaise with other services such as Finance to provide information on invoice and purchase orders where necessary.
- Be decisive and take accountability and action to deal effectively with situations, in line with minimising the risk to the Council and service reputation
- Support changes, new initiatives and development of all Customer Services Registration Service necessary to meet the standards in Registrar General's Good Practice Guide, supporting the promotion of opportunities to maximise income generation
- Actively participate in changes to systems, processes and new services to enhance the overall customer offer and experience
- Work in partnership with stakeholders, partners, other teams within the council and any other body or group to maintain and improve service delivery, communications and to gather relevant information, exploring and developing Digital First mechanisms that enhance service delivery and improve the accessibility of the service
- Undertake any training required to work effectively in the Customer Services Support Officer role
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

**You must be able to demonstrate the following essential requirements:**

- 5 GCSE Grade C or above or equivalent, or demonstrable experience
- Evidence of continuous personal development
- Experience of engaging with customers utilising an asset based approach, channelling their

- transactions to relevant access channels e.g digital
- Experience of effectively working as a team whilst having an ability to use your own initiative
- Experience of inputting, verifying and extracting data from IT systems
- Knowledge and understanding of the values of the Council and how you can apply them in your day to day work
- Knowledge on the impact of poor customer service delivery and the link to the reputation of the council
- The ability to take accountability for day to day work load ensuring quantity of work is in line with performance criteria whilst focusing of the quality of the work
- Competency to raise issues, taking ownership of problems and actively seek a solution
- The ability to gain rapport with customers to understand their circumstances and work with them to achieve resolution at the 1st point of contact
- An ability to work flexibly in line with the demands of the service

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council

- Believe in you

- Believe in yourself and our borough