



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

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| **Role:** |  | CSS Officer – Registrar Assistant |
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| **Service Area:** |  | Events and Registrars |
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| **Directorate:** |  | Corporate and Support Services |
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| **Salary Grade:** |  | Scale 4 plus 1\*  \*for some weekend working |

**About the Job**

**Main Purpose of the Job**

As a CSS Sc4 Officer you will support the delivery of services offered by Corporate and Support Services Directorate. Specific activities include:

* Develop technical expertise in specific specialist areas of work and support others to use systems effectively
* Document processes in support of operational office manuals
* Responsible and accountable for supporting high risk, complex or high cost activity
* Provide some day to day supervision/direction to Support Officers within the localised Business Support team
* First point of contact for the service providing effective and welcoming reception or meet and greet, call handling, electronic/postal/fax mail receipt, tracking and response
* Actively ensure a welcoming and safe environment ensuring that all visitors are dealt with in accordance with the Building/Centre policies, monitoring and maintaining public display boards, leaflets stock levels and promotional goods.
* General business and computer skills, experience and competencies with service specific knowledge and application including signposting to other appropriate services
* Transactional activity including checking referrals and applications, data inputting and quality assurance, financial transactions, stock checking and ordering, eligibility checks and support to complete applications
* Create and maintain records with accuracy, maintain databases, produce spread sheets and generate reports that provide information in relation to a range of operational, financial and human resources matters
* Organise meetings (venues, delegates and refreshments), collate and chase documents in support of meetings, draft agendas, minute meetings and distribute papers as well as update systems with actions as appropriate
* Invoice processing and goods receipting, checking within the service area
* Managing petty cash systems accurately

**Key Responsibilities**

1. **Problem Solving/Creativity/Maintaining Standards**

* Respond to issues requiring a general understanding of work-area policies and procedures.
* Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks.
* Consider presenting situations and select the most appropriate response based upon experience.
* Obtain and use relevant information from various sources to solve problems that impact own work area.
* Update manuals/procedures and provide training and support to colleagues when necessary
* Work as part of team understanding and focussing on how the role supports the teams and departments priorities

1. **Responsibility and Accountability**

* Responsible for the receipt and acknowledgement of queries with appropriate tracking of response
* Responsible for prioritising your own work when there are competing demands
* Responsible for supporting and supervising others where appropriate
* Responsible for implementing best practice guidelines in handling personal and sensitive information

1. **Communication**

* Communicate established processes and procedures to a range of audiences as required.
* Communicate effectively within the Democratic processes.
* Communicate detailed information/advice within own work area and to colleagues from others.
* Answer general questions and refer more complex questions to supervisor/manager.
* Deal with difficult customers in an appropriate manner.

1. **Decision Making**

* Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas.
* Gather related detail and make recommendations to solve problems of moderate complexity.
* Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.
* Be aware of the risks associated with the service and its information and seek appropriate advice.

1. **Knowledge and Skill**

* Good standard of working knowledge to undertake a range of tasks in the allocated work area
* Keep up to date with issues relating to the work of the team and department
* Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team
* Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.
* Use of a range of systems that support the Council and expert user status for specific systems and procedures.
* Personal Health and Safety in the workplace

#### Flexibility

* Ability to transfer skills to a range of service areas with specific support and knowledge available.
* Ability to pick up variance in approaches within specific support and knowledge provided.

#### Risk Management

* Understands the risks associated with the nature of the service you are supporting, identifing areas of concern and raising these appropriately
* To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
* To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.
* To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account
* To be part of the on-call rota for weekend working (faith deaths and marriage by Registrars General’s licence) – appropriate renumeration given.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* Experience of supporting projects and/or teams, achieving objectives
* Knowledge and understanding of a work area or specialised skill
* Experience of developing and documenting procedures
* Experience of working flexibly across teams to support key projects and activities
* Experience of checking and analysing data and information
* Experience of supervising and directing others and working within teams
* Experience of working in the public sector or similar environment
* Experience of legislation and practice of General Registration Office
* Some experience of Registration Officer duties
* Effective interpersonal skills, working with colleagues to achieve positive outcomes.
* Excellent keyboard skills
* Effective organisational skills
* Analytical skills with the ability to problem solve and interpret information
* Effective oral and written communication skills
* Work related negotiation skills
* Ability to work accurately to strict deadlines
* Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate
* Where appropriate, clean driving license
* Communicating effectively
* Being customer focused
* Effective team working
* Personal organisation and effectiveness
* Personal development
* Working safely
* Making the most of information and communications technology
* To meet Stockport Council’s standard of attendance
* A willingness to be flexible in a changing environment
* Ability to work extended hours as and when required
* Understands and actively supports Stockport Council’s diversity & Equality Policy

To work to the Council’s values and behaviours by:

* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence.

Showing value and **respect** to our colleagues, partners and customers.

**ANNEX**

**CSS Officer Scale 4 (Generic)**

This Annex provides a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

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| **Function** | **Activities** |
| Events & Registrars | * Provide an excellent standard of Customer Care when dealing with all customer enquiries via face to face, telephone, email and post. * Registering Births and Deaths at the Register Office. * Registration of Marriages at the Register Office, Churches, Places of Worship and Approved Premises and by direct questioning of the Bride and Groom ensuring all information to be recorded is correct and all legal requirements are met before the ceremony can proceed. * To support the management of the service with accountability for certificate stock, all fees received on a daily basis. Responsible for ensuring that confidential and valuable stock and all monies received in the course of their duties are kept secure * On behalf of the Registration Service, produce and sign, from both manual and computer held records, accurate copy certificates relating to entries of Birth, Death, Marriage, Civil Partnerships, naming ceremonies and renewal of vows * Control and balance daily cash and other forms of payment made by the public in respect of registration service fees. * To support the Operations Manager, Superintendent Registrar, Senior Registration Officer and Registration Officers, including administrative support for Citizenship Ceremonies, quarterly copies and clergy returns and ceremonial work in the Register Office. * Taking payments over the telephone and face to face, and show prospective customers around the premises * To accurately record information on various ICT systems utilised in Registration Services e.g. electronic diary system and RON * To control the stock of stationery and office consumables, maintain equipment, raise purchase orders and general office duties * To be accountable for all fees received on a daily basis and make payments as prescribed in the Councils instructions. Responsible for ensuring that confidential and valuable stock and all monies received in the course of their duties are kept secure * Ensure that all information is kept secure and confidentiality is maintained at all times |
| Estate and Asset Management | * No roles currently proposed to be deployed at this grade within this function |
| Finance | * Work as part of a team delivering an effective, efficient, professional financial and risk advisory service to the Council. * Assist with the preparation of the annual revenue and capital budgets, monitoring of the budgets, closure of the accounts and the submission of grant claims and statistical returns. * Maintain data in the financial system to ensure it is accurate, process journals in the system. * Liaise with Service Directorates, affiliated companies and suppliers to ensure prompt payment of invoices is made in accordance with agreed payment terms. * Provide advice and support on insurance matters to all Directorates, schools and affiliated companies. * Assist in arranging insurance cover for customers. * Ensure the Council’s Insurance claims are dealt with appropriately and the claims handling system is maintained accurately. * Assist in the reconciliation of the Council’s bank accounts to the to the ERP system. * Assist in ensuring the integrity of the financial accounts including income management and reconciliation of major financial systems to the ERP system. * Assist in the operation and management of the Council’s daily payments runs. * Assist in the Council’s compliance with the Construction Industry Scheme. * Work closely with officers who reconcile cash being received for services and ensure banking of cash is carried out effectively. |
| Information and Communication | * Provide first line technical expertise and advice on a range of IT software, hardware and Business Systems used throughout the Council and Schools. * Support specialist curriculum and administration software, hardware and network functions for Stockport schools and education establishments. * Installation and configuration of a range of IT software, hardware and Business Systems. * Promote and document procedures in order to assist with the resolution of faults. * Provide basic “hands on” training to the section’s customers with regard IT software, hardware and business systems. * Provide support for communications campaigns and strategies through desktop market research, copy proofing online/offline information and publishing website and Intranet content. |
| Legal and Governance | * These posts provide support on land charges and right to buy in Legal Services, as well as other legal activity appropriate to the grade. * In addition, mayoral support, diary management and advice is also provided in Democratic Services |
| People and Organisational Development | These roles will require a technical expertise and knowledge it at least one of the following areas:  • Recruitment, Resourcing and Service Transformation  • Information, Advice and Guidance and Transactional Support  • Technical Payroll and Pensions  • Policy, Compliance and Employee Relations  • Employee wellbeing, engagement and equalities  • Workforce and Organisational Development  • Business Transformation, Development and Quality Assurance  These staff will operate as ‘team workers’, undertaking tasks outlined in the generic job description with a degree of technical knowledge and complexity. Indicative tasks and activities likely to be undertaken by people deployed into these roles are likely to include a number of the following:  • Providing administrative support to our internal Bureaus including finding suitable cover for a range of assignments and ensuring adequate cover during opening hours  • Providing consistent and accurate advice and guidance to customers on Policies and procedures such as sickness absence  • Ensuring the efficient and effective delivery of payroll services to internal and external customers, contributing to the achievement of prescribed deadlines  • Ensuring that the Council and individuals receive accurate pensions advice and contribute to changes in pensions legislation  • Providing project support to more senior officers  • Ensuring that the records pertaining to new starters, established staff and staff preparing to leave the organisation remain accurate and up-to-date  • Contributing to the activity relating to employee wellbeing, engagement and equalities  • Supporting lower graded officers to learn and develop specialist knowledge  • Escalate queries to more senior officers when appropriate |
| Policy, Performance and Reform | No roles currently proposed to be deployed at this grade within this function |