

## JOB DESCRIPTION

**Job Title: Registration Support Officer**  
**Directorate & Section/Unit: Registration and Coroner Service**  
**Reporting to: Deputy Registration Manager**  
**Management responsibility for (Level 1 Manager and above): NA**  
**Supervisory responsibility for (Level 1 Supervisor): NA**  
**Headcount and FTE of staff: NA**

<b>Salary Grade:</b>	<b>Scale 4</b>
<b>WCC Management Level:</b>	Frontline staff
<b>Number of Direct Reports:</b>	<b>NA</b>

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### Purpose of job:

To provide an effective, high performance, customer focussed business support service that is continuously improving and striving to achieve better outcomes within the Council's operating model.

### Main Activities & Responsibilities:

- To provide a confidential, accurate, efficient and proactive business support function within the Directorate
- To work as part of a business support team, providing cover when needed, and ensuring the team is proactive, responsive, flexible, efficient and has a strong customer focus
- Handle a range of administrative work in support of the service including the drafting and preparation of documents, writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings and events
- To assist and respond to Freedom of Information and Subject Access requests
- To deal with correspondence, both incoming and outgoing, responding directly to queries and ensuring that information is recorded and appropriately filed
- To assist with specific projects as directed/on behalf of senior managers and consistent with the general level of responsibility of this job
- To assist in the Superintendent Registrars office with statutory duties commensurate with level of this job
- To act as Deputy Superintended Registrar as required for sign off of statutory functions
- To ensure that Authority, Directorate and Service administrative procedures operate effectively and are in accordance with the Constitution, scheme of delegation and key policies/Acts
- To support with the development and introduction of Directorate, Corporate and Service initiatives and the management of associated cultural change
- To work with business support colleagues in other teams to assist with the development and monitoring of Directorate Council and Service systems as required by senior managers and support the implementation of corporate standards and initiatives
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate Directorate, and Service Plans
- To exercise absolute integrity regarding confidential matters dealt with by this post

### Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all Directorates, Project Staff

External: District & County Councils, NHS, Clinical Commissioning Groups, Healthcare Professionals, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, volunteers

### **Additional Information:**

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

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Date: 27<sup>th</sup> January 2022  
Date of grading confirmation:

