

## Job Description

<b>Job Title</b>	Registration Support Apprentice
<b>Directorate</b>	City Law and Governance
<b>Service Area</b>	Registrars
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£22,366
<b>Job Type</b>	Office Based/Hybrid
<b>Location</b>	City Wide
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

A 2-year fixed term apprenticeship undertaking a Customer Service level 2 qualification, working in a supported environment to develop skills and knowledge.

Support all registration officers in the provision of a first-class professional Registration Service for Liverpool to meet the needs of its customers.

### Directly Responsible For:

Not Applicable

## Directly Responsible To:

Registration Service Co-ordinator or Senior Registration Officer

## Main Areas of Responsibility:

- Assisting members of the public to complete certificate applications, registration documents or other forms.
- Searching for and writing or copying information from registers onto birth, marriage, or death certificates for authorisation by a registration officer.
- Checking the accuracy of searches.
- Issuing copies of certificates.
- Corresponding with customers by mail, email, and telephone.
- Dealing directly with customers at reception.
- Opening, sorting, and recording incoming mail.
- Maintaining outgoing postal services.
- Processing credit/debit card, cash, postal order, and cheque payments.
- Issuing receipts.
- Use of Register Office databases and other IT applications.
- Filing and photocopying.
- Registration of marriage or civil partnerships.
- Administrative support for the ceremonies team.
- Supervising members of the public conducting general searches of the indexes.
- Input of data to the family history database.

## Supervision and Management Responsibility:

- No supervisory or line manager responsibilities.

## Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

## Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## Physical Demands of the Job:

- The post may require you to sit or stand for long periods of time.
- Travel to various ceremony venues across the city.
- There is also a need to use step stools for taking down, searching through, and replacing A3 size registers from shelves up to a 10' ceiling height and a requirement to carry documents and registers between the strong room and the Register Office and to and from ceremony venues.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- 5 GCSE's grades A\*-C/9-4 including Maths and English or equivalent. (A,I)

### Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Customer Service Practitioner Level 2 apprenticeship.

## Experience

### Essential

- Recent and relevant face-to-face customer contact experience. (A,I)
- Knowledge and experience of IT software packages, e.g., MS Office packages including Word, Excel, and Outlook. (A,I)
- Demonstrate experience of communicating effectively, verbally and in writing in a mature, professional, and tactful manner. (A,I)
- Experience of cash handling, electronic payments, cheques, and postal orders. (A,I)

## Desirable

- Experience of working effectively either independently or under direct supervision as part of a busy, customer focussed team.

## Skills/Abilities

### Essential

- Able to communicate with all members of the public. (A,I)
- Clear, neat handwriting and accurate spelling for writing in registers and on certificates. (A,I)
- Attention to detail particularly in regard to the importance of maintaining accurate numbered and alpha coded documents. (A,I)

### Desirable

- Able to work directly with the public and maintain confidentiality.

## Commitment

### Essential

- Commit to and complete all elements of the Customer Service Practitioner Level 2 Apprenticeship standard. (A,I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Working hours are flexible and vary depending on public demand. This will require you to work outside your normal 35 hours and can include Saturdays and Friday evenings. (A,I)
- Undertake any necessary training for the role. (A,I)