

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Ceremonies Usher (Casual)	Grade: SC3
Section: Culture and Leisure (Registrars & Cemeteries)	Directorate: Environment and Community Services
Responsible to following manager: Quality and Assurance Coordinator	Responsible for following staff: Not applicable
Post Number/s:	Last review date: April 2018

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To undertake the duties of a casual ceremonies usher at weekends and evenings. To provide a professional and high-quality customer service to couples and their guests who attend ceremonies at the Town Hall, Wandsworth and York House, Twickenham. To effectively manage the movement of large groups of people in and out of the Town Hall and York House. To assist in the co-ordination of marriage, civil partnership, and



citizenship ceremonies, and support the functions of the Registration and Nationality Service.

Specific Duties and Responsibilities

1. Meet and greet ceremony parties at front of house and direct all ceremonies to the appropriate waiting areas and ceremony rooms.
2. Set up and dress the ceremony rooms. Ensure that the rooms are tidy and well-ordered at the beginning and end of each ceremony. Lay out furniture neatly and pick up any rubbish that may have been left by the previous party.
3. Check customers in for birth, notice or nationality service appointments and direct them to the appropriate waiting area or interview room.
4. Be aware of any health and safety issues and report any potential hazards to the Facilities Manager.
5. Report housekeeping issues to Facilities Management such as lightbulbs that are out; spillages; need for toilet rolls and soap in toilets etc.
6. Ensure room capacities are not exceeded and manage excess guests.
7. Manage access to the communal areas, ensuring all wedding parties have an equal opportunity and time to have photographs; moving parties on if required.
8. Ensure wheelchair users and customers with reduced mobility are shown disabled access points and are comfortably accommodated within the ceremony rooms.
9. Provide a private room if one party to the marriage or civil partnership wishes to remain unseen until entering the ceremony room.
10. Support the registrars by assisting in meeting customers' needs e.g. providing glasses of water; opening the car door for couples; finding chairs for musicians etc.
11. Check music systems are operational. Assist in managing music for a ceremony by using ipod / iphone / MP3 player or other musical devices.
12. Provide direction to couples and their guests so they enter and exit the building at the appropriate time.
13. Ensure that the security of data, personal belongings, registers and certificates is safeguarded in providing the public with access to rooms.

14. Undertake other duties commensurate to the grade of the post.

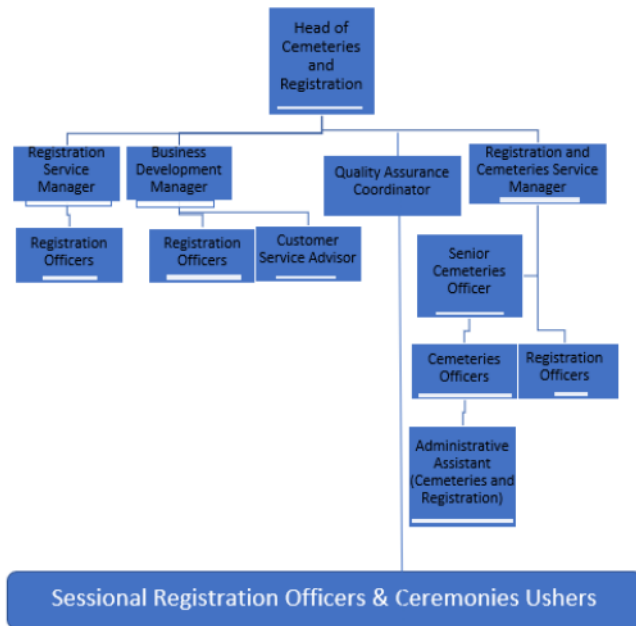
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- Must own a smart suit that can be worn for usher duties. Must be immaculately presented and wear ID badge at all times.
- Must be able to move between rooms and floors; manage stairs, lifts, carry light items and move light furniture if required.
- Must take lunch breaks to fit in with the ceremony schedule and as directed by the registrars team.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Proven ability to support the requirements of the job in terms of literacy, numeracy and oral skills	x		A I T
Experience	Essential	Desirable	Assessed
Ability to work as part of a team and deliver high quality, professional and efficient customer service	x		A I
Ability to communicate effectively with members of the public	x		A I
Ability to remain calm, controlled, polite and professional when dealing with emotionally heightened situations	x		A I
Ability to deliver duties in line with Health and Safety legislation	x		A I
Ability to give direction to large groups of people, with confidence, clarity, and presence.	x		A I
Skills	Essential	Desirable	Assessed
Good organisational and time management skills	x		A I
Good command of spoken English	x		A I
Ability to represent the council and be smartly presented at all times	x		A I
Available to work on weekend, bank holidays and evenings on a rota basis	x		A I
Qualifications	Essential	Desirable	Assessed
A basic DBS will be required	x		C

- A – Application form / CV**
- I – Interview**
- T – Test**
- C - Certificate**