

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Administrative Assistant	<b>Grade:</b> SC4 – SC5
<b>Section:</b> Contracts and Leisure (Registrars and Cemeteries)	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Registration and Cemeteries Service Manager	<b>Responsible for following staff:</b> Not applicable
<b>Post Number:</b>	<b>Last review date:</b> July 2021

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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 provide administrative assistance to the Registration Service and Cemeteries Service teams by undertaking a range of administrative duties in support of the statutory and non-statutory functions of both services.

#### Specific Duties and Responsibilities

1. Assists with back office general administration duties. Maintains security and confidentiality of information, records and documents.
2. Undertakes a range of administrative tasks to support the Registration Service as directed by the Registration and Cemeteries Service Manager, which may include preparing birth, death, marriage, and civil partnership certificates for Registrar

certification, printing and filing information copies and marriage schedules, preparing draft registrations of marriage and civil partnership on the RON (Registration online) system, making accurate transcriptions of documents.

3. Assists the Citizenship team in uploading naturalisation certificates onto an electronic database and preparing Citizenship packs.
4. Undertakes a range of administrative tasks to support the Cemeteries Service, which may include processing memorial applications, reservation renewals, burial paperwork, preparing draft deeds and other documentation for Cemeteries Officer certification.
5. Updates and maintains accurate physical and electronic records on the Stopford and BACAS IT systems.
6. Deals with incoming and outgoing post as required.
7. Collects fees, including cash handling
8. Supports office activities by ordering stationery and reporting issues to FM and IT.

**Additional duties for progression to Scale 5**

9. Contributes to service developments and improvements as requested.
10. Assists the Registration and Cemeteries Service Manager with maintaining accurate records of secure stock, and labelling archived documents for timely destruction, in accordance with GRO and council retention policies.
11. Liaises with external stakeholders including Clergy, Funeral Directors, Coroners and GPs surgeries to chase outstanding paperwork including clergy returns, funeral details, hardcopy MCCDs, disposal form Part Cs.
12. Organises paperwork and packs for marriage and civil partnership ceremonies, including preparing and collating all necessary paperwork.
13. On occasion and if required, attends simple funeral services for scattering of ashes or cremated remains, and acts as Deputy Registrar for Marriages.
14. Performs any other duties commensurate with the grade deemed appropriate by the Senior Cemeteries Officer or the Registration and Cemeteries Service Manager.

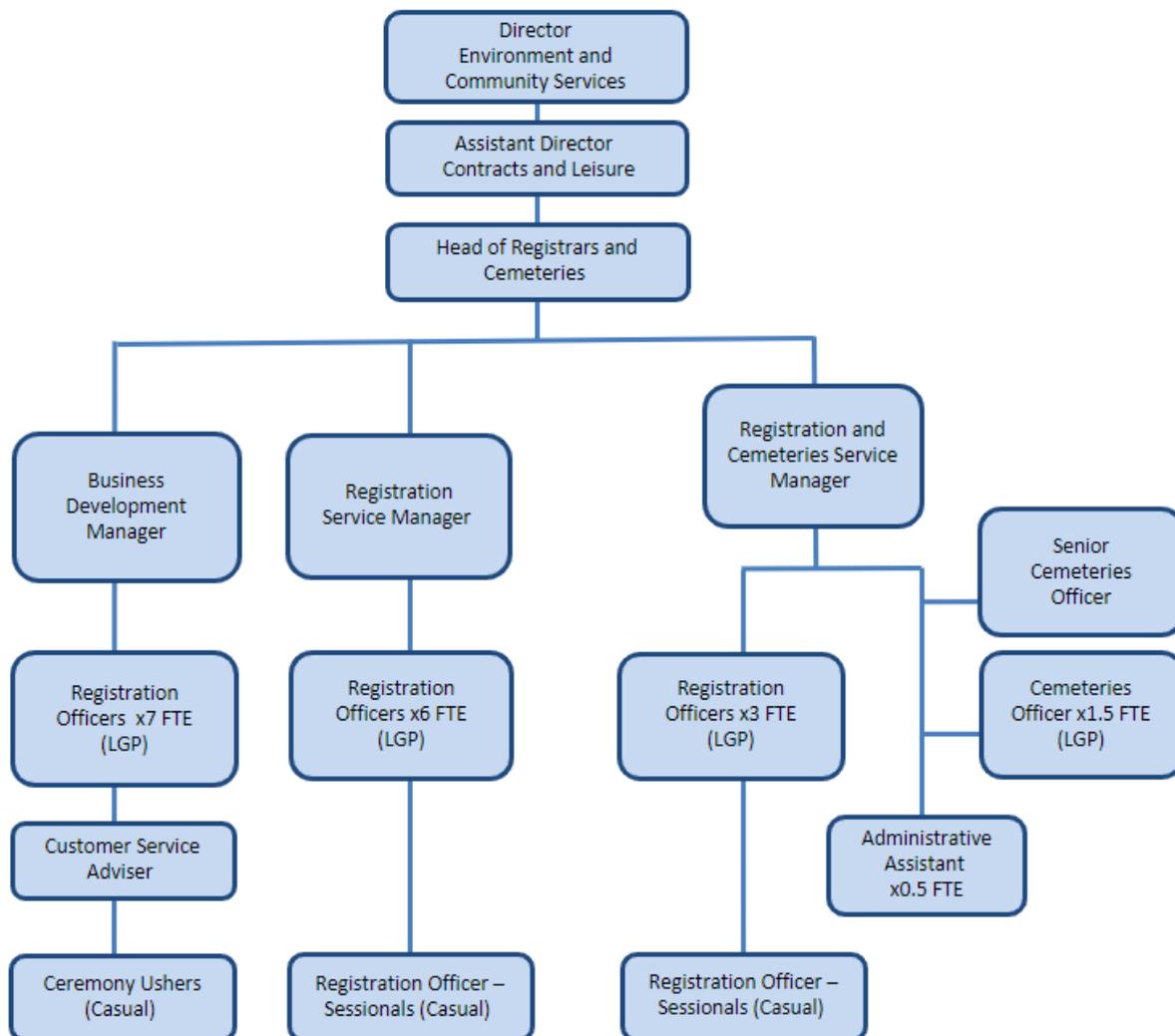
### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### **Additional Information**

- The post holder reports to Registration and Cemeteries Service Manager
- The post holder has no line management responsibility
- The post holder has no budget responsibility

### Current Team Structure



## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Knowledge of the requirements of the Registration and Cemeteries Services	A&I
Knowledge of ICT packages and ability to use them effectively	A&I
<b>Experience</b>	
Experience of office administration activities, including the preparation of information, maintaining records, files and bookings	A&I
Experience of dealing with a wide range of customers, including dealing with people in distress, in a sympathetic manner	A&I
Collection of monies and handling of cash	A&I
Experience of prioritising workloads, and working to targets and deadlines	A&I

<b>Skills</b>	
Ability to liaise with internal and external stakeholders (Coroners Officers, GP surgeries, Funeral Directors)	A&I
Ability to maintain accurate records and assist in the analysis of information and compilation of data.	A&I
Ability to work in a highly organised, efficient, and methodical manner to ensure workloads are managed and tasks completed.	A&I
Ability to maintain the security and confidentiality of information, records and documents, in line with statutory legislation and council policy	A&I
Ability to maintain focus when dealing with repetitive tasks, data entry and transcription, ensuring a high level of accuracy and attention to detail.	A&I
Supports and maintains office systems and uses IT systems as required.	A&I
<b>Qualifications</b>	
Relevant ICT qualification	A&I

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**