

## Job Description *Frontline Assistant*

<b>Service:</b>	Registration Service	<b>Team:</b>	Registration Service
<b>Location:</b>			
<b>Salary range:</b>		<b>Grade:</b>	
<b>Reports to:</b>	Team Manager	<b>Staff responsible for:</b>	None

<b>Job Purpose</b>
<p>The role is to</p> <ul style="list-style-type: none"> <li>• Provide clerical, administrative and technical support relating all aspects of the Lancashire Registration Service</li> </ul>
<b>Accountabilities/Responsibilities</b>
<ul style="list-style-type: none"> <li>• Advise and communicate with members of the public on all matters relating to the registration service</li> <li>• Undertaking registration tasks such as booking appointments, maintaining records and stock.</li> <li>• Undertaking duties in relation to building security, Health &amp; Safety - including opening and closing routines, key holding, daily cash handling/recording income according with County Council financial procedures</li> <li>• Be aware of own responsibilities in security of stock, handling sensitive and confidential information and wider role in preventing counter fraud and public protection</li> <li>• Commitment to continuing professional development</li> <li>• Keep up to date with changes in legislation, policies and procedures</li> <li>• Contribute positively to the overall improvement and development of the service</li> <li>• Regular attendance at monthly team briefings</li> <li>• Register births, marriages and civil partnerships, carry out all related duties and responsibilities in compliance with the Registration Acts</li> </ul> <p>In addition to the accountabilities/responsibilities described above the post holder may be required to undertake additional equivalent or lower graded role as appropriate</p>
<b>Other</b>
<ul style="list-style-type: none"> <li>• <b>Equal Opportunities</b> We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.</li> <li>• <b>Health and safety</b></li> </ul>

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## **Person Specification** **Frontline Assistant**

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
<b>Experience</b>
<p>Essential</p> <ul style="list-style-type: none"> <li>• Experience of delivering a customer-focused service</li> <li>• Experience of working in a team</li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
<p>Essential</p> <ul style="list-style-type: none"> <li>• Ability to work accurately, act on own initiative, work without close supervision and also as part of a team</li> <li>• Ability to deliver an excellent customer focused service</li> <li>• Excellent written and verbal communication skills and the ability to communicate effectively in English</li> <li>• Excellent digital skills</li> <li>• Ability to understand and follow work practices, processes, and procedures</li> <li>• Numeracy &amp; Literacy skills appropriate to the role – tested prior to interview via paper exercise</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Effective problem-solving skills</li> <li>• Experience of financial procedures</li> <li>• Good organisational and planning skills</li> <li>• Ability to handle difficult situations in a calm and helpful manner</li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>• Commitment to equality and diversity.</li> <li>• Commitment to health and safety.</li> <li>• Display the LCC values and behaviours at all times and actively promote them in others.</li> </ul>

