

Business Support Officer (Registrars)

Role Profile

Service: Registrars – Legal and Governance Services
Band: Band 3
Reporting to: Assistant Reg Service Manager/Registrar
Responsible for: No direct reports



TRAFFORD
COUNCIL

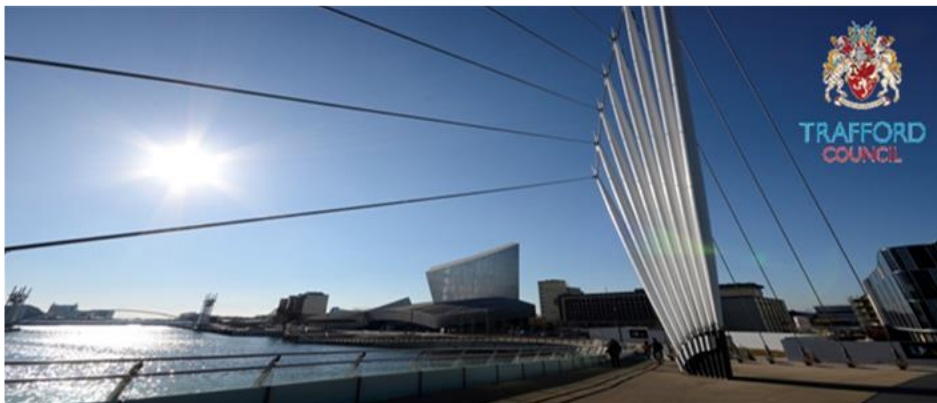
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Registration Service is a frontline service responsible for the registration of all births, still births and deaths, the solemnisation and registration of marriages and civil partnerships and the issue and maintenance of records of these events. The service sits within the Legal & Governance Directorate and is a partnership between Trafford Council, the Registrar General and the Home office and it also includes statutory functions in respect of the delivery of British citizenship.

Your Main Priorities

- Providing effective administrative support and carrying out registration work under the supervision of the Assistant Reg Service Manager/Registrar and Superintendent Registrar.
- Dealing with service user and stakeholder enquiries on a day-to-day basis and providing excellent customer care.
- Providing support to the wider Registration Team to ensure the smooth running of the register office.
- Produce, maintain and present statutory key performance target statistics.

Key duties

- Carrying out a wide range of reception and clerical duties as directed by the Registrar and Superintendent Registrar .
- Processing certificate applications in accordance with registration legislation.
- Accounting for and reconciling all fees paid and security stock used daily.
- Reconciling and recording burial and cremation documentation in accordance with statutory requirements.

- Dealing with a wide range of registration enquiries by phone, email and in person, offering a professional service and handling them in a timely and appropriate manner, meeting service standards.
- Liaising with all stakeholders, as necessary to support registration officers in their duties.
- Making appointments for registrations in accordance with statutory timeframes.
- Providing detailed information and solutions in respect of prescribed documentation required for marriage and civil partnership.
- Processing and maintaining data in a variety of IT systems (including manual and electronic), with accuracy to detail.
- Adhering to, producing, maintaining and analysing key performance target statistics.
- Dealing with service users in a sensitive, tactful and timely manner.
- Undertaking any other duties commensurate with the grade of the role and which may be required by the service.

About You

Qualifications and Professional Development

- GCSE (or equivalent) grade A-C in Maths and English
- NVQ 2 in business administration or equivalent level qualification
- Commitment to continuing personal and professional development

Experience and Knowledge

- Previous experience working in an administrative role in a public facing and multi-functional team
- Excellent attention to detail and accuracy in preparing legal documents
- Competent IT skills, using relevant software and tools to gather, assess, record and present information accurately
- A good understanding of GDPR, Data protection principles and handling confidential information
- Knowledge of safeguarding responsibilities
- Experience of administrative and financial systems, processes and procedures

Skills and abilities

- Ability to communicate effectively with colleagues and/or the public, both verbally or in writing, providing a customer focused approach to service delivery
- Ability to interpret and clearly present information to service users who may have no specialist knowledge
- Ability to establish effective working relationships and liaise with all levels of management, colleagues and stakeholders and across organisational boundaries
- Interpersonal skills and teamwork in collaborating and sharing learning with others
- Self-motivated with highly developed planning and organisational skills, using initiative to prioritise and manage multiple tasks and workload to meet tight deadlines, including fixed statutory deadlines
- Ability work individually with minimal supervision, but also as part of a team

Special Conditions

None specified

Date prepared/revised	27.3.26
Prepared/revised by	S. Fell/L Shellabear
Job Evaluation	23.3.36

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.