

JOB SUMMARY

Post Title	<i>Apprentice Receptionist/Administration Assistant</i>						
Job Family	<i>Business Support</i>	Pay Range	3	Line Manager to others?	No	Role profile ref	<i>BS03</i>
Service Area	<i>Registrars</i>						
Line Manager	<i>Janice Lord</i>						
Location	<i>Seaclose Offices</i>						

Job Purpose

To provide high quality front line support and a full range of reception duties for the Isle of Wight Register Office.

To provide administrative support for the Registration Services Team

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

1. To deal with and respond to a range of registration enquiries from the public and stakeholders by email, face to face and on the telephone.
2. Book in appointments on dedicated diary system and upon arrival at the Register Office.
3. Advise customers on registration requirements to enable the booking in of birth, death and marriage registrations and ceremonies.
4. To provide administrative support for the Registration Services Team to include filing and data input.
5. To be flexible and assist generally in the working of the Register Office.
6. To carry out other duties as directed by the Registration Services Manager.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples.	Essential	Desirable
Practical experience within the relevant working environment.	Previous experience of working in office-based administration role		D
Ability to quickly learn relevant processes and systems.	Understanding of how to handle calls and email and able to follow well defined processes and procedures		D
Knowledge of the service provided in own area.	Demonstrate understanding of the Registration Service	E	
ICT skills including use of Microsoft applications.	Experience of using Word and other Microsoft office solutions	E	
Good verbal and written communication skills.	Ability to use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.	E	
Numerate and accurate with attention to detail.	Able to handle and process payments.	E	
Understanding of how to deal with customers appropriately.	Ability to deal with customers in a range of situations courteously, respectfully and positively. Good customer service skills understanding the different needs and priorities of customers.	E	

Qualifications

Role Profile requirements.	Job specific examples.	Essential	Desirable
Educated to GCSE with Maths and English (at Grade 4-9 or equivalent)		E	

Other Requirements

May require relevant certifications including evidence of fluency in English language.

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Organisation Structure (optional)