



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	<b>Administrator/Receptionist</b>
<b>GRADE:</b>	Scale 4
<b>POST NO:</b>	22312
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	Standard
<b>GROUP:</b>	Central Services
<b>SERVICE:</b>	Democratic Services

### REPORTING STRUCTURE

<b>Reports to:</b>	<b>Deputy Electoral and Registration Services Manager</b>
<b>Direct Reports:</b>	Registrars
<b>Indirect Reports:</b>	Electoral Services Manager

### ROLE PURPOSE:

As a part of the Elections and Registration Service Admin' and Advice support team, to provide a high quality support / administrative / advisory service, working on a Saturday with occasional weekdays.

To provide comprehensive administrative and reception cover to the Registrar's service and to effectively support the delivery of registration service in accordance with relevant legislation, core principles, key aims and Council objectives.

# A. Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

Within the Register Office, duties will involve a variety of tasks relating to the following (not exclusive):

- providing a front of house reception service
- assisting with ceremonies as appropriate
- certificate production
- assisting in taking Marriage & Civil partnership bookings
- queries relating to manual and computerised indices for historic records of Births, Deaths, Marriages and Civil Partnerships.
- dressing at all times in accordance with the Council's Standards of Appearance Policy
- to ensure all council policies and procedures are promoted and carried out such as the equal opportunities, health and safety, inclusion, safeguarding.
- to be proactive in own professional development and participate in the performance and development appraisal process.
- any other duties as determined by the Electoral and Registration Service Manager

## 4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## 5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

## 6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## 7. Contacts

Chief Executive,  
Democratic Services Teams, Contact  
Centre, Facilities, plus other teams within  
the Council

**External:** Members of the public, external  
local and national organisations including  
GRO and Electoral Commission

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role

## 9. Key Performance Indicators

- Contribute to the key performance indicators as set out by the General Registrar for England and Wales as directed by the Deputy Superintendent Registrar.

## B. Person Specification

### Administrator/Receptionist

This person specification will be used for recruitment to the **Administrator/Receptionist** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
GCSE pass in Maths and English, or able to demonstrate equivalent standard in literacy and numeracy	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work weekends and unsociable hours	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
A years' administrative and reception experience in a busy environment		✓
Evidence of success in providing administrative and clerical services within a comparable organisational setting.		✓
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Good working knowledge of Microsoft Office packages, particularly Word and Excel	✓	
Demonstrates experience of dealing with members of the public.	✓	
Demonstrates experience of handling telephone calls/enquiries.	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	

<p><b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	<p>✓</p>	
<p><b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	<p>✓</p>	
<p><b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	<p>✓</p>	