

# Job Specification

<b>Job Title:</b> Ceremonies Host	
<b>Grade:</b> 3	<b>Job Evaluation Code:</b>
<b>Reporting to:</b>  Ceremonies Manager	<b>Manager's Grade:</b> G9
<b>Location:</b> Wakefield Town Hall & Pontefract Town Hall	
<b>Service Area:</b>  Registration & Celebratory Services	<b>Service Directorate:</b>  Legal & Governance, Corporate Services
<b>Workstyle:</b>  Workplace based	
<b>Overall Purpose of the Post:</b>  The Ceremonies Host will act as an ambassador for Wakefield Registration & Celebratory Services for ceremonies held for the service in Wakefield Town Hall and Pontefract Town Hall, providing high levels of customer service to all. The main priority of the role is to co-ordinate the arrival and departure of customers and their guests, ensuring the smooth flow of ceremonies within the suite of Ceremony rooms and waiting areas, to ensure the best possible customer experience. Responsibility for Health & Safety including first aid, emergency evacuation procedures and operation of the Evac Chair should it be required.	

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Training</b>	<p>Level 1 Literacy and Numeracy or equivalent</p> <p>First Aid certificate ( 3 day course) or willingness to undertake training for First Aid Certificate</p> <p>Evac Chair certificate or willingness to undertake Evac chair training</p>	Customer service qualification
<b>Knowledge</b>	<p>Sound understanding of good customer service practices</p> <p>Knowledge of legislation including Equality and Diversity, Data Protection, Freedom of Information and working in a confidential environment</p> <p>Knowledge of the Councils Customer Charter</p>	<p>Some knowledge of customer facing provisions within the Council</p> <p>Knowledge of Wakefield Registration &amp; Celebratory Service</p>
<b>Experience</b>	<p>Experience in a customer facing role</p> <p>Dealing with the general public</p> <p>Experience of working under pressure and to strict deadlines</p>	Experience in a Registration & Celebratory Services customer facing role
<b>Skills</b>	<p>Self-motivated and able to use own initiative</p> <p>Efficient and well organised</p> <p>Ability to work as part of a team</p> <p>Effective verbal and listening communication skills</p> <p>Confidence and ability to establish a rapport with customer</p> <p>Ability to demonstrate discretion and tact</p> <p>The ability to stay calm under pressure</p> <p>Be courteous but firm when dealing with difficult customers</p>	
<b>Physical Skills</b>	Be physically able to manoeuvre an Evac chair if and when required.	
<b>Competencies and other skills required</b>	<p>Positive attitude towards change</p> <p>An enthusiastic approach to personal development</p> <p>Exercise good judgement in making appropriate decisions based on information presented from a variety of sources.</p>	

	Physically able to operate an Evac chair (training provided)	
<b>Personal Attributes</b>	Honest and trustworthy	

## **Key Outcomes / Activities**

### **MAIN TASKS**

- Deliver and maintain a welcoming and efficient customer service environment by responding to customer and visitor needs.
- Recognise the role as acting as 'ambassador' for the Registration Service and the Council; the role should always be carried out professionally to enhance the reputation of the Council and the Registration Service when dealing with internal and external customers.
- Take personal responsibility for individual performance.
- Contribute enthusiastically to the overall effectiveness of the Council and Wakefield Registration & Celebratory Service.
- Ensure compliance with Health and Safety policy.
- Maintain a safe and secure working environment.
- Undertake support duties on specific aspects of the work of Wakefield Registration & Celebratory Service under the direction of management, within competence and experience.
- Develop effective working relationships with officers of other Services and Departments within Council
- Ensure that services are provided to the highest quality/standard with due recognition of client and customer requirements, in accordance with the Council's Customer Care and Equal Opportunities policies.
- Undertake any training necessary for the role.

### **SPECIFIC TASKS**

- Provide excellent customer service to customers, colleagues (internal and external to the Council) and members of the public, ensuring all visitors to Wakefield Registration & Celebratory Service's Ceremony Rooms are greeted courteously and professionally at all times.
- Answer any relevant customer inquiries. Re-direct these enquiries as appropriate and take adequate messages when required.
- Responsible for effectively responding to requests from customers, members, staff and other visitors in the face to face environment or over the telephone.
- Contribute to the resolution of customer issues in line with agreed procedures.

- Ensure the progression and completion of customer, visitor or other enquiries in cases where they cannot be resolved in the first instance and to promote the effective liaison with other departments within the Council where necessary.
- Ensure effective delivery of service in line with Corporate Service Standards using appropriate systems.
- Provide support to the Ceremonies team as required.
- During work time, take responsibility for the Ceremony and waiting areas with regard to ensuring cleanliness, tidiness and Health & Safety including emergency evacuation procedures and operation of the Evac Chair should it be required.
- Make positive contributions to all Team Meetings and Training Sessions.
- Carry out all tasks displaying positive behaviours at the appropriate level in line the Councils Competency Framework
- Additional projects and duties as directed by Wakefield Registration & Celebratory Service Management (within competence and experience)

**The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.**

<b>Responsibility for Resources</b>
<b>Employees (Supervision):</b> None
<b>Financial:</b> None
<b>Physical Resources:</b> None
<b>Customers and Clients:</b>  Members of the Public Internal Wakefield Council Staff External customers and partners of the council Wakefield Council Head quarters

<b>Working Conditions:</b>  To work flexibly to meet the needs of the service (see addendum to contract)  To comply with the services dress code for this role;  <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> Colour: Wear: </div> <div> Medium Grey  Dress  Tailored trousers with white blouse/shirt  Tailored Skirt with white blouse/shirt </div> </div>  All above to be worn with purple scarf or tie provided by Registration & Celebratory Services  The Council operates a controlled no smoking policy and work places have been designated as non-smoking.
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<b>Characteristics of the Post</b>  Ability to operate an Evac Chair in the event of an emergency  Employees are encouraged to participate in training activities in order to enhance their own personal development.  <b>The employment checks are required:</b> <ul style="list-style-type: none"> <li>• Evidence of entitlement to work in the U.K.</li> <li>• Evidence of essential qualifications – see page 1 of this job specification</li> <li>• Two satisfactory references</li> <li>• Confirmation of medical fitness for employment</li> <li>• Registration with appropriate bodies (where applicable)</li> </ul>
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<b>Date Completed</b>	August 2015 (revised October 2018)
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