

Isle of Man Civil Service

Job Description

Post: Registration Officer, Land and Deeds Registries

Grade: Administrative Officer

Department: Department for Enterprise

Division/Section: Central Registry / Registries Section

Responsible To: Senior Registration Officer

Job purpose:

The postholder will be responsible for always providing a high quality and effective customer service.

The postholder will be responsible processing documents presented for registration in an efficient, accurate and timely manner, ensuring that any business targets and deadlines are met in the process.

The postholder will be required to provide staff cover in the Civil Registry.

Main duties:

The main duties of the post, in no order of priority, are as follows:

1. Customer Service

Acting as a first point of contact for the Section's customers (in person, at the public counter and on the telephone), the postholder will be required to provide information and guidance to the public and professions with regards to registration matters.

The postholder will be required to extract documents, upon request, for public and/or further inspection. It is imperative that all documents extracted for customers are accounted for and filed back in the correct place to ensure their safe keeping. The postholder will also be required to process various requests for information, be that by post, in person at the counter, by telephone or by e-mail. The postholder will be expected to reply by the most appropriate means, ensuring the prescribed fee for the service provided is correctly calculated, collected and receipted.

The postholder may be required to assist with training other members of staff.

2. Accept and Receipt Applications for Registration

The postholder will be required to accept applications presented for registration, issuing a receipt in the process.

3. Processing Applications

The postholder will be responsible for processing applications in an accurate, efficient and timely manner and in accordance with relevant legislation.

This will require the postholder to work with bespoke computer systems.

4. Electronic Document Records Management

The postholder will be required to create images of all documents received, verify the quality of the images and ensure that the images and original documents are properly indexed and filed.

5. Verification of Application Details

The postholder will be required to verify that details entered by other Registration Officers are accurate and correct before completing registration. If this is not the case, the postholder will be required to identify the errors or irregularities in order that they may be rectified.

6. Preparation of Papers

The postholder is required to keep application papers in a tidy and chronological order, preserving application priority. The postholder may be required to collect applications and prepare relevant documentation as evidence for adjudication or other legal proceedings.

7. Computer Support

The postholder will be expected to operate a range of computerised equipment. The postholder will also be required to assist colleagues in testing new systems, releases, processes and programs. When testing, the postholder will be required to record and report upon any irregularities or errors that may occur on the system, process or program.

8. Statistics

The postholder will be required to assist with the collation of accurate statistics.

9. Accounting Systems

The postholder will be responsible for collecting fees in accordance with the Isle of Man Government's Financial Regulations and relevant Fees Orders. The postholder will be required to enter details of any monies taken on the Registry's computerised till system. The postholder may also be required to balance the till at the end of the day, completing the necessary financial reports in the process.

10. Provide Staff Cover in the Civil Registry

The postholder will be required to provide cover in the Civil Registry when a registrar is absent for any reason. This will involve generating and issuing birth, marriage and death certificates, taking telephone messages and dealing with the public in person.

11. Personal Development

The postholder will be responsible for complying with the Isle of Man Civil Service Performance and Development Review (PDR) Scheme. The postholder will be expected to attend relevant training courses.

12. Other Duties

Any other duties as appropriate to the grade or as directed by the postholder's line manager or other senior manager within the Department.

13. Values

The postholder will be required to work in accordance with our values, those being:

Trust and Integrity

- We uphold the highest standards of transparency, and professionalism in all our services
- We will promote a culture of honesty through open communication and within a safe environment
- We challenge behaviours that do not meet our values

Innovate

- We challenge the status quo, continually ask the question 'why?' and welcome new ideas
- We embrace change and constantly strive to find better, more creative ways of doing things
- We put the customer at the heart of everything we do

Respect

- We will understand and value each other as individuals
- We will treat others as we would expect to be treated in a professional manner and with kindness, respect, patience, humility and empathy regardless of their position or status

Accountability

- We will take ownership of the task at hand, accepting responsibility for the delivery of objectives and embrace failures in order to continuously improve
- We will admit when we are wrong and endeavour to correct our mistakes

Teamwork

- Team members are listened to, have clear goals and purpose, are trusted to get on with their job and are empowered to make it better
- We will look out for, encourage and support each other
- We will play to the strength of our team members to deliver effective and efficient services

Collaboration

- We will work with internal and external partners to drive efficient, customer-focused services and adapt to evolving challenges

Isle of Man Civil Service
Person Specification

Post: Registration Officer, Land and Deeds Registries

Department: Central Registry (Department for Enterprise)

Job Summary: The post holder will be responsible for the efficient and accurate registration of land and deeds and for providing an excellent service to all customers. The postholder will also provide staff cover in the Civil Registry.

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
GCSEs at grade C (4) or above (or equivalent) in both English Language and Mathematics	D	CV
Experience		
Experience of working in an office environment	D	CV/Interview
Previous experience in a customer service environment, including dealing directly with demanding customers	D	CV/Interview
Previous experience of working under minimal supervision	D	CV/Interview
Experience of working to, and meeting, targets and deadlines	D	CV/Interview
Previous experience of working as part of a team	D	CV/Interview
Knowledge and Skills		
Good interpersonal skills	E	CV/Interview
Good written and oral communication skills	E	CV/Interview
Good organisational and time management skills with the ability to prioritise work effectively	E	CV/Interview
Accuracy and attention to detail	E	CV/Interview
Computer literate, with a good working knowledge of Microsoft Office packages and experience of adapting to and working with bespoke computer software	E	CV/Interview
Problem solving skills and sound judgment	E	CV/Interview
A knowledge of conveyancing	D	CV/Interview

Disposition		
Believes in, and strives to deliver, an excellent customer service	E	CV/Interview
Self-motivated, reliable, enthusiastic and professional	E	CV/Interview
Able to stay calm under pressure, with the ability to adapt to changing demands and circumstances in a positive manner	E	CV/Interview
Able to work both autonomously and as part of a team	E	CV/Interview
Welcomes and embraces change	E	CV/Interview
Circumstances/Interests		
Isle of Man Worker	D	Application
Be capable of recognising the full spectrum of colours used in mapping	E	Colour Test at Interview
Physically able to carry out the requirements of the role, (basic manual handling duties - lifting and carrying files, boxes of paper, etc)	E	Pre-employment Checks
Satisfactory Police Check	E	Pre-employment Checks