



Cumberland Council

Post Specification

Date	September 2025
Post Group Number	8785
Post Title	Ceremonies Assistant Coordinator
Job Family	Regulation and Technical
Job Family Role Profile	RT10
Final Grade	10

To be read in conjunction with the job family role profile

Service Area description

Customer Solutions – Customer Service Centre Operations

The Customer Solutions team is a key delivery mechanism for the Transformation Programme and the way customers engage with the council and their experience. As part of the Customer Service Centre Operations this role is essential ensuring effective operational delivery of the managed service areas. Providing an enhanced Customer Service and any associated improvements putting health and wellbeing at the heart of everything we do.

Purpose of this post

To support the Ceremonies and Income Generation Service Lead ensuring effective operational delivery of services which meet performance expectations, first time resolution and process redesign, adopting new ways of working in accordance with the Customer Programme Board and Digital Transformation.

To be key enabler supporting and delivering Income Generation options for the service with the aim of increasing awareness and development of the Cumberland Provision.

Key job specific accountabilities

- Support effective and efficient delivery of Ceremonies for customers. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
- Liaise with managers and residents of Cumberland as required to support statutory timescales and requirements and ensure confidentiality is adhered to.
- Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, including with service users who may be challenging and resolution of emergency situations at short notice.
- Undertake administrative tasks, rota creation, forecasting statistics to assist resource management and planning.
- Assist with recruitment, training, supervision and mentoring of the Ceremonies Officers
- Conduct technical assessments ensuring statutory legislation and guidance are adhered to
- To contribute to the daily workflow supporting team working and providing support and instruction to colleagues and customers if required.
- Make day to day decisions on complex operational issues
- Contribute to the continuous development of the team to achieve Income Generation and Councils Service Plan.
- To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.

- Monitoring, reconciling and processing transactions including using a range of systems.
- Assist the Service Lead, to identify, implement and manage income generation projects
- Engage with stakeholders and other industry professionals including venues, photographers and suppliers to develop and expand our Cumberland Ceremonies footprint
- Monitor, review and improve customer focus feedback, engaging with customers to assist with complaints and using compliments to promote the service
- Adopt the role of Ceremony Officer to deal with operational demand
- To support the organisation in an emergency response as required.
- Ensure security procedures are adhered to and maintained at all times.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • Provide instruction, training, monitoring and conducting technical assessments for colleagues on areas of work as necessary.
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ3 or 4 or equivalent experience in the relevant work area
- Experience of motivating staff and allocation of work with key performance indicators
- Experience of devising, implementing, monitoring, and maintaining accurate records and systems
- Knowledge of complex and diverse processes, procedures and systems
- Experience of change management and change behaviours to improve customer experience.
- Experience of developing and monitoring service performance.
- Knowledge of complex and diverse processes, procedures and systems
- Understanding of Marriage, Civil Partnerships and Citizenships
- Experience of working within legislation
- Flexibility to work evenings and weekends
- Ability to drive

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	At times dealing with conflict and resolution
Physical Demands	Travelling to support staff throughout Cumberland Council
Working Conditions	Working at a computer screen for long periods

Other Factors

- N/A