



GUERNSEY REGISTRY

SENIOR REGISTRY OFFICER

AA2 BAR EG1/EG2

**(progression through the grades is dependent on qualifications,
knowledge and
experience)**

JOB DESCRIPTION

JOB SUMMARY:

The Guernsey Registry assumes responsibility for the effective incorporation and maintenance of corporate vehicles on the Island, brought into effect and underpinned by Company, Limited Partnership, Limited Liability Partnership and Foundations legislation. The Registry also administers the Register of Beneficial Ownership of Legal Persons.

The Registry also encompasses the Intellectual Property Office, Guernsey Finance Levy and undertakes a key role in the oversight of Recognised Auditors as well as Charities and Not for Profit Organisations.

A key value of the Registry is the focus on customer needs through the delivery of a high quality service and continued innovation.

The post-holder will act as a key member of the Guernsey Registry team, the initial point of contact for all telephone, visitor and email enquiries and orders. The team deals with all contacts to the Registry including paper documents, income payments, on-line submissions of documents and enquiries, and ongoing maintenance to ensure integrity of the Registers. Post-holders are responsible for ensuring the timely, efficient and accurate performance of these functions, ensuring they are in accordance with the various pieces of legislation administered by the Registry.

RELATIONSHIPS:

The post holder reports directly to the Deputy Registrar and is part of a team of Registry Officers, within the Guernsey Registry which also has the Registry Manager and Registrar who will be key people for the post holder. The workload of the team is shared in a flexible manner, in accordance with clearly delegated functions. In addition the post holder will have contact with member of the general public, corporate service providers, company agents and directors, other civil servants and enforcement agencies.

MAIN DUTIES AND RESPONSIBILITIES:

- To ensure the provision of a high quality and accurate service to the Registry's wide ranging customers. Working within established standard processes, a key element of which is the Registry computer system and its (mainly) online service. To develop good working relationships with customers/clients in order to provide a high quality service and to understand customer needs.
- To undertake a range of administrative and statutory activities spanning the full range of products administered by the Registry. Acting as the initial point of contact for all Guernsey Registry customers.
- To take specific responsibility for Registry submissions including company, LP, LLP, Foundation and Charity/NPO incorporation/registration, changes of name, migrations, amalgamations, conversions, rectifications to the Register, and intellectual property registrations; ensuring these are processed in compliance with the relevant legislation.
- To ensure that relevant statutory notices are published accurately and appropriately on the Registry website within statutory timescales.
- To gain full knowledge of the Registry's IT systems, including online user administration and granting/managing corporate service provider access.
- To develop a strong working knowledge of the various pieces of legislation administered out of the Guernsey Registry.
- To monitor and oversee, financial processes and procedures, including end of day reconciliations, processing refunds/error corrections, monitor EQ bank statements to ensure that BACS payments have been credited to client accounts accurately and in a timely manner. To be responsible for SAP purchase orders and invoice payments.
- To be the first point of contact for the setting up of Registry client accounts, the production and sending out of monthly account statements, to record the subsequent income, deal with accounts queries, advise on credit limits and to monitor debt levels on accounts and take appropriate action.
- To undertake Registry functions in relation to the collection of the Guernsey Finance Levy.
- To provide administrative delivery of the Recognised Auditor regime, including keeping the published register up to date, maintaining back office electronic records, undertaking the annual survey and renewal process and liaising with ICAEW on proposed registrations and potential breaches.
- To contribute by suggesting improvements to the service, systems and processes, and to work with the Registry Manager in introducing change, and support project delivery.
- To be aware of the legal obligation to comply with and to identify potential breaches of the law, including fraud, money laundering, financing of terrorism and general non-compliance etc. Knowledge and awareness of GDPR principles is also essential.
- From time to time, to provide assistance to support other Registry staff and their areas of work, including project work.
- To develop an understanding of other office processes and functions in order to cover for staff absences to ensure continuity of service.
- Any other activities as required commensurate with the above duties and responsibilities.

KEY CRITERIA:

ESSENTIAL

1. Excellent organisational and administrative skills. The ability to organise, prioritise, progress and manage tasks efficiently and effectively under the pressure of high volumes of routine administrative work, in order to meet set deadlines and performance targets.
2. The ability and aptitude to work under own initiative as appropriate and to take responsibility for the delivery of delegated functions and tasks and evidence of strong self-motivation.
3. Excellent customer service and interpersonal skills with the demonstrable ability to communicate confidently (face to face, on the phone and in writing) with a wide range of individuals in order to respond to their enquiries professionally and within the constraints of client confidentiality.
4. An ability to maintain a professional approach in possible stressful or confrontational situations.
5. Experience of working well within a team.
6. Excellent ability to work consistently and methodically to a high degree of accuracy, especially when dealing with a wide range of activities and in a timely manner.
7. Working knowledge of, and a sound ability in applying relevant legislation. In particular a knowledge and experience of Guernsey Company law, Limited Partnership law, Foundations, company and corporate vehicle administration, and the Intellectual Property environment is highly desirable.
8. A sound knowledge, understanding and working experience of accounting and financial reconciliation principles. A good working knowledge of SAP and States financial processes and procedures.
9. Excellent and competent IT skills, with experience of standard Microsoft software, internet and bespoke systems.
10. Experience of, and willingness to function flexibly and adaptably within the work environment as and when required.
11. Willingness and ability to undertake relevant professional study and training across all product ranges within the Registry (e.g. ICSA, STEP or equivalent).
12. If not already attained, a willingness and ability to undertake further relevant professional study and training across all product ranges within the Registry (e.g. ICSA, STEP or equivalent). In addition mandatory training on GDPR and AML/FT must be undertaken along with regular professional CDP via attendance at local industry seminars and appropriate training courses.

DESIRABLE

13. If not already attained. A willingness to study for and gain a recognised management qualification (CMI or equivalent).
14. A financial accounting qualification or equivalent.
15. A good working knowledge of the Island and the States of Guernsey in general, including a good working knowledge of the Bailiwick Finance Industry.

KEY COMPETENCIES:

LEADERSHIP:

- Develop understanding of how own and team's work supports achievement of Registry priorities and delivery to the islander
- Focus on the overall goal and intent of what they are trying to achieve, not just the task
- Take an active interest in expanding their knowledge of areas related to own role
- Understand and apply technology to achieve efficient and effective business and personal results
- Consider and suggest ideas for improvements, sharing this feedback with others in a constructive way
- Help colleagues, customers and stakeholders to understand changes and why they have been introduced
- Demonstrate accountability and make unbiased decisions
- Examine complex information and obtain further information to make accurate decisions
- Speak with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed
- Explain clearly, verbally and in writing, how a decision has been reached

TEAMWORK:

- Display enthusiasm around goals and activities – adopting a positive approach when interacting with others
- Express ideas effectively, both orally and in writing, and with sensitivity and respect for others
- Listen to, understand, respect and accept the value of different views, ideas and ways of working
- Demonstrate interest in others and develop a range of contacts outside the Registry to help get the job done
- Change ways of working to facilitate collaboration for the benefit of the Registry
- Readily identify opportunities to share knowledge, information and learning and make progress by working with colleagues
- Take responsibility for the quality of own work and seeking opportunities for improvement through continuous learning
- Take account of the diverse contributions of team members and delegate work to improve capabilities of all

ACCOUNTABILITY:

- Manage information and financial data so that it is accurate, easily located and reusable
- Understand that all actions have a cost and choose the most effective way to do something in a resource efficient way
- Ensure that recognised control procedures and practices are maintained
- Explain clearly to customers what can be done
- Work with team to set priorities, create clear plans and manage all work to meet the needs of the customer and the Registry
- Ensure that levels of service are maintained – flag up risks or concerns in order to meet customer requirements
- Promote adherence to relevant policies, procedures, regulations and legislation, including equality and diversity and health and safety
- Identify common problems or weaknesses in policy or procedures that affect service and escalate these

- Take ownership of problems in their own area of responsibility
- Create regular reviews of what and who is required to make a project / activity successful and make ongoing improvements
- Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified
- Remain positive and focused on achieving outcomes despite setbacks

SPECIAL CONSIDERATIONS:

Due to the nature of this post, and if your application is successful, you will be required to undergo a Basic Police Check. All disclosures of a criminal background will be treated with the strictest confidence and checks will only be made in connection with your application for this post and for no other purpose.

Convictions likely to be considered relevant to this post include those involving fraud, theft and dishonesty. However, disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

The Police check will cover offences relating to all criminal offences apart from minor traffic violations.