

JOB DESCRIPTION

Post Title:	Registration Support Officer	Director/Service/Sector Communities & Business Development Directorate / Cultural Services / Registration Service		Office Use
Band:	Band 4	Workplace: County Hall and Alnwick, Fenkle Street Register Office and any other Northumberland County Council Offices as required		JE ref: 4517 HRMS ref:
Responsible to:	Registration and Coroner Support Service Manager	Date: September 2024	Manager Level:	
Job Purpose:				
<p>Assist with the organisation and provision of general support to senior colleagues and registration officers by undertaking a range of administrative and frontline duties.</p> <p>To issue statutory certificates following registration that are required for legal purposes.</p> <p>To advise the public on technical issues relating to birth and death registration, family history and certificate issuing</p> <p>To assist in ceremony coordination office duties where applicable</p>				
Resources	Staff	None		
Finance	Collects fees and account for money collected card payments and cash in excess £1000.			
Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information and stock control.			
Clients	Coroners, Registrars and Members of the Public, with some contact with the General Register Office, UKBA, funeral directors, medical examiners, and members of the clergy.			
Duties and key result areas:				
<p>The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p> <ul style="list-style-type: none"> • Individually and as part of the team of registration services. To provide general technical and statutory office support, handling enquiries made to the registration service, and giving out correct legal and technical advice on birth, death and marriages via emails, phone calls and visitors to the reception area. Other registration office duties on filing legal paperwork, photocopying of certificates, lamination guidance, and maintaining, and issuing stock using the corporate procedure and standards as well as the General Registration Public Protection and Counter Fraud Frame work. • Acting as Deputy Registrar of birth and deaths undertaking specific statutory functions related to their registration under the supervision of a Registration Officer, ensuring that any duties undertaken are completed in accordance with statute and all documentation is completed in a correct and timely fashion. • Collect of statistical information within required timescales ensuring that performance targets and all legal requirements are met. • Undertake duties relating to the Tell Us Once programme • Under the supervision of a Registration Officer, support the citizenship ceremony process and legal document checking. • Maintain information systems such as filing, service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. • Contribute to specific service plan objectives to ensure they are achieved. • Arrange meetings, attending and taking accurate, straightforward notes as requested. • Prepare material for committees, working groups, team meetings. 				

- Respond to enquiries and requests for assistance and advice from the public, registration issues and ensure that up to date accurate and appropriate legal information is provided
- Effective use of business specific applications. These include RON, Stopford, Online Ordering system, RSS and RAFTS.
- Collect, record and bank relevant fees.
- Support the collection and submission of statistical information as required.
- Under the supervision of a Registration Officer, produce certified copies of birth, death, marriage and civil partnership certificates to ensure that an accurate and efficient service is delivered to customers within the agreed timescales.
- Assist with the ceremony coordination team in all aspects relating the ceremony duty and responsibility.
- Support the promotion and maintenance of procedures and safe systems of working to comply with health and safety and employment legislation
- Support the promotion and delivery of positive solutions to achieving diversity and equality, ensuring the Council complies with legislation.
- Registrars are Data Controllers in their own right and therefore must comply diligently with Data Protection regulations
- Any other duties appropriate to the nature, level and grade of the post.

Work Arrangements

<p>Transport requirements: Working patterns:</p>	<p>Regular travel is required to between County Hall Morpeth, and Fenkle Street, Alnwick and any other council locations to provide registration work. 37 hours per week, day work on a rota basis. Flexible working hours may apply if staff co-operate to provide cover. The post holder may be required to attend other work location at short notice.</p>
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Northumberland County Council

PERSON SPECIFICATION

Post Title: Registration Support Officer	Director/Service/Sector: Communities & Business Development Directorate / Cultural Services / Registration Service	Ref: 4517
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. NVQ Level 3 or equivalent in a business-related discipline. A knowledge and understanding of the directorate's services.		(a)
Experience		
Experience in a similar role covering a broad range of support tasks and procedures Experience using relevant IT systems Experience of collecting statistical data Experience of working with the public in a front facing role	Experience of dealing with both internal and external agencies Experience of registration systems such as RON, RAFTS, RSS and the Stopford Diary System	(a), (i), (r)
Skills and competencies		
Ability to organise self and work without constant supervision. Works in a systematic and orderly manner. Excellent communication, writing and interpersonal skills Objective and rational approach to problem solving Able to deal sensitivity with the public at very difficult times in their life while handling sensitive and secure data. Commitment to quality service delivery Detail conscious Effective planning and organisational skills	Advanced skills in Microsoft Office. Understanding of good management practise	(a), (i), (r)
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands due to the nature of the registration of deaths. Handling sensitivity and confrontation customers face to face at very difficult times in their life Minimal exposure to disagreeable, unpleasant or hazardous conditions. Minimal exposure to working outdoors		(i), (r)
Motivation		

<p>Self-motivated, enthusiastic, adaptable and resourceful A commitment to providing a quality for the registration service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.</p>		(a), (i), (r)
Other		
Clear and legible handwriting		(i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits