

Northumberland County Council
JOB DESCRIPTION

Post Title: Registration Officer	Director/Service/Sector Cultural Services	Office Use
Grade: Band 5	Workplace: Various Register Offices and Approved Premises throughout Northumberland	JE ref: 2643 HRMS ref:
Responsible to: Superintendent Registrar/Senior Registration Officers	Date:	
	Manager Level:	
Job Purpose: To register births, deaths, still births, marriages and civil partnerships ensuring that they are completed lawfully. To advise the public on technical issues relating to birth, death and marriage registration, citizenship and nationality. To undertake duties relating to legal civil preliminaries for marriage and civil partnership. To conduct and register civil ceremonies as required, ensuring these duties are undertaken lawfully. To monitor and support administrative staff.		
Resources	Staff	Monitor and support administrative staff
	Finance	Collects fees and account for monies collected
	Physical	Manage ceremonies in a variety of venues and take responsibility to ensure compliance to registration law and health and safety requirements
	Clients	Members of the public, General Register Office, UKVI, DWP, funeral directors, coroners, doctors, hospital staff, bereavement services staff, clergy and stakeholders
Duties and key result areas: 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. • Act as Deputy Registrar/Deputy Superintendent Registrar; undertaking all statutory functions related to the registration of births, deaths, still-births, marriage and civil partnership. • Effective use of business specific applications. These include RON, Stopford, RAFTS and TUO system. • Ensure that all registrations completed are correct, and all documentation is completed in a correct and timely fashion. • Provide support and assistance to administrative staff. • Promote and deliver positive solutions to achieving diversity and equality within the registration service across all areas, ensuring the Council complies with legislation. • Issue certificates and documentation following the registration of a birth, death, still birth, marriage, civil partnership, re-registration, adoption, inquest, burials or cremations. • Collect and submit statistical information within required timescales ensuring that performance targets and all legal requirements are met. • Issue legal documents allowing for the removal of a body out of the country. • Requisition documents to be issued where appropriate with checks in place with relevant stakeholders prior to issue. • Undertake duties relating to the Tell Us Once programme. • Responsible for the collection, recording and banking of all relevant fees. • Reconcile stock in relation to Public Protection and Counter Fraud requirements		

• Conduct marriage and civil partnership ceremonies ensuring that all duties are completed in accordance to statute, ensuring that a high quality innovative and flexible service is delivered to clients on every occasion. • Conduct non-statutory ceremonies (including baby naming, renewal of vows and alternative ceremonies). • Report deaths to the Coroner in certain circumstances as prescribed by the 1953 Births and Deaths Act. • Attend private homes, prisons, hospitals, hospices as appropriate to conduct ceremonies or take notices of intention to marry or enter a civil partnership. • To conduct and/or register Registrar General's Licences (death bed weddings) where and when required. • Respond to enquiries and requests for assistance and advice from the public, regarding technical registration issues and ensure that up to date accurate and appropriate information is provided. Failure to provide the correct information may result in disciplinary action. • Oversee the production of 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. • Responsible for citizenship and nationality functions and the relevant documentation following the granting of Citizenship by the Home Office. • Contribute to specific service plan objectives to ensure they are achieved. • Contribute to business development ideas. • Promote and maintain procedures and safe systems of working to comply with health and safety and employment legislation. • To have an awareness of social media, communications and marketing. • To promote the Registration Service in a professional manner, including attendance at wedding fairs. • 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 Transport requirements: Working patterns: Working conditions:	Must be able to meet the transport requirement of the post 7 day a week service rota system applies A '5 days over 6 days' working pattern applies to this post and a minimum of 20 days per annum will be worked on a Saturday. In addition, there will be a requirement to work on Sundays and Bank Holidays on a rota basis. The post holder may be required to attend work at short notice on occasions. Normally office based but with extensive travel to work sites across the County is a requirement of this post. Lone working required whilst registering births and deaths, and taking notice of marriage/civil partnership

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PERSON SPECIFICATION

POST: Registration Officer		SERVICE: Registration Service	Ref: 2643
Essential		Desirable	Assess by
Qualifications and Knowledge			
- Educated to GCSE level or equivalent experience, including numeracy and literacy - Awareness of current issues affecting the Registration Service		- Recognised professional qualification in Registration Law and Practice - Comprehensive knowledge of relevant acts relating to the registration of births, deaths marriages and civil partnerships	(a), (i)
Experience			
- Experience of collecting and submitting statistical data - Experience of public speaking including to large groups - Experience of managing a variable workload - Experience of relevant IT systems - At least 3 years' experience of working with the general public in a front facing role		- Experience of dealing with both internal and external agencies - Supervisory experience	(a), (i), (t)
Skills and competencies			
- Excellent verbal communication and interpersonal skills - Public speaking skills - The ability to digest and understand complex statutory information - Objective and rational approach to problem solving - Able to deal sensitivity with the public at very difficult times in their life - Effective planning and organisational skills - Detail conscious with the ability to gather and report on statistical data - Good written communication skills		- Understanding of good management practise - Ability to write informed and concise reports - Ability to support staff to achieve targets - Ability to analyse and present statistical information - Awareness of social media, communications and marketing - Experience of gathering information with a high degree of accuracy - Ability to achieve rapport with informants and couples	(a), (i), (r), (p), (t)
Physical, mental, emotional and environmental demands			
- Variable working patterns with the need to stand for long periods - Required to walk, bend and carry items - Need to maintain general awareness with lengthy periods of enhanced concentration - Ability to work calmly under pressure - Minimal exposure to working outdoors - conducting ceremonies outdoors will be a requirement of the post			(i), (r)

• Lone working required • Will be required to attend hospitals to register events such as still-births where the child may still be with the Mother • Attend where directed at short notice to conduct/register a Registrar General's Licence (death bed wedding)		
Motivation		
• Self-motivated, adaptable and resourceful • Ability to motivate and manage others • Commitment to quality service delivery • Committed to equal opportunities and anti-discriminatory practice • Add to the positive culture of the Council		(r)
Other		
• Clear and legible handwriting • Post holders will be encouraged to undertake Nationally Accredited Programme for Registration Officers (NVQ level)		
		(i) (g)

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