

MIDDLESBROUGH EMPLOYEE

**JOB DESCRIPTION**

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| **Post Title:** |  | Registration Officer |
| **Grade and Salary Scale:** |  | G SCP 22 |
| **Department and Service:**  **Responsible To:**  **Post Ref:** |  | Organisation and Governance – Commercial and Corporate Services  Registration Services Manager  G283 |

**Purpose of the Post:**

To carry out statutory duties relating to the registration of births, deaths, still births, notices of marriage, marriages, civil partnership and citizenship.

**Duties and Responsibilities:**

1. To ensure the completeness and accuracy of the registration of births, deaths or still-births in accordance with relevant legislation.
2. To take a notice of marriage or civil partnership and conduct marriages, civil partnerships, citizenship and other ceremonies at any approved building within the borough of Middlesbrough in accordance with relevant legislation.
3. To exercise appropriate legal expertise and decision-making surrounding the process to effect corrections to any errors in birth death and marriage registers in the custody of the Registrar and/or the Superintendent Registrar.
4. To provide administrative support to the service as well as give consistent and accurate advice and assistance to service users in accordance with relevant legislation and procedures.
5. To maintain an effective relationship with working partners such as the Coroner’s office and the local hospital to secure effective and efficient legal processes to assist the customer journey.
6. To ensure the appropriate collection of all fees and accurate recording and deposit of same.

**Corporate Responsibilities:**

* In accordance with the Equality Act 2010 where a post holder is disabled, Middlesbrough Council will make every reasonable effort to supply the necessary employment aids, equipment or adaptations to enable employees to perform the full duties of the job.
* All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery, and adhere to the policies of the Council relating to these issues in the performance of their duties.
* All employees are expected to respect all confidentialities and principles and practices of the Data protection Act.
* All employees are required to comply with Health and Safety policies and legislation.
* Middlesbrough Council is committed to continuous organisational employee development. The employee is required to participate fully in all initiatives which facilitate continuous improvement in both service quality and employee development and performance, including Investors in People.
* The above duties and responsibilities cannot totally encompass or define all tasks which may be required of the employee. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing either the character or level of responsibility: these factors are reflected in the post.



MIDDLESBROUGH EMPLOYEE

PERSON SPECIFICATION

Middlesbrough Employee Competency Framework forms part of the overall strategy for achieving the Council’s Vision, Purpose and Values. It defines the competencies expected of all Middlesbrough Employees.

The framework is a key building block that links our People Strategy and People Management policies together. It aims to enhance both individual and organisational performance; it is an integral part of recruitment, learning and development, performance appraisal and support talent and succession planning. The framework defines the effective core competencies that all staff across the Council are expected to demonstrate in their day to day work regardless of their specific role.

For the purposes of recruitment you will only be assessed against the criterion which are marked as essential, under Section 1, and the competency indicators marked with an X under Section 2, both shown below.

The Council is committed to the employment and career development of disabled people and Care Leavers. Applicants who identify themselves on the relevant section of the application form as having a disability under the Equality Act 2010, or have identified themselves as a Care leaver, and have supplied the name and contact details of their Young Person’s Advisor will be automatically guaranteed an interview providing they meet all the essential criteria.

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| **Section 1** | **Essential**  **x** | **Desirable**  **x** |
| **QUALIFICATIONS:** |  |  |
| 1. Educated to GCSE’s or equivalent (including English and Maths). | X |  |
| 1. Registrar General’s National Accredited Programme. |  | X |
| **KNOWLEDGE & EXPERIENCE** |  |  |
| 1. Knowledge of the legislation in relation to the Registration Service. |  | X |
| 1. Experience of registering either births, deaths or marriages and civil partnerships. |  | X |
| 1. Experience of immigration checking service and citizenship services. |  | X |
| 1. Ability to communicate service information in a clear, accurate and professional way with the ability to take control when unexpected situations occur. | X |  |
| 1. Experience in the use of a variety of information technology packages, especially web-based systems. |  | X |
| 1. Ability to perform ceremonies to a diverse audience in an effective manner. |  | X |
| 1. Able to work weekends, weekday and Bank Holidays as required. | X |  |
| 1. Experience of working in a customer facing environment | X |  |

**Middlesbrough Employee Competencies**

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| **Section 2: Competency Indicators** | |
| **Adapting to Change**  *Continuously seeks out opportunities to create positive change, is responsive to, and helps others in understanding change.* | Selection Criteria  (Mark X) |
| Work effectively in complex, ambiguous, rapidly changing environments. | X |
| Present well thought through proposals regarding efficiencies and continuous improvement. | X |
| Positively influences others to understand change and overcome their fears. |  |
| Remove barriers to change in others. |  |
| Identify key stakeholders (colleagues, customers, strategic partners) and builds commitment to change. |  |

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| **Accountability and Responsibility.**  *Values responsibility and takes ownership for outcomes within own areas of work and encouraging others to do the same.* | Selection Criteria  (Mark X) |
| Understand how your objectives contribute towards the goals and objectives of the Council. | X |
| Assist others in planning their time and resources in order to successfully manage their workload. |  |
| Anticipate any potential threats to achieving your objectives – actively takes steps to rectify / overcome. |  |

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| **Working Collaboratively**  *Recognising the contribution of others and taking responsibility for positively managing working relationships, offering help and compromise where appropriate to achieve positive outcomes.* | Selection Criteria  (Mark X) |
| Proactively seek to build relationships with external bodies and multi-agency partnerships to achieve Council objectives. | X |
| Motivate and inspire others. |  |
| Seek to resolve conflict between others, acting appropriately to address friction and tension. |  |
| Make others aware of individuals’ contributions. |  |
| See developing and coaching others as part of your job. | X |

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| **Delivering the Right Results**  *Understanding the bigger picture, prioritising activities to achieve results and deadlines.* | Selection Criteria  (Mark X) |
| Actively seek new, efficient and effective ways of doing things. |  |
| Give feedback to others regarding accuracy and attention to detail, rectifying issues and concerns before they impact the department. |  |
| Understand the impact that your actions have on other areas of the organisation and mitigates where possible. |  |
| React to financial drivers / indicators within your team. |  |

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| **Thinking Critically and Acting Decisively**  *Asks challenging questions and sees the bigger picture. Plans, organises and makes intelligent decisions taking into account all relevant information and resources.* | Selection Criteria  (Mark X) |
| Offer solutions to complex problems thinking through options, consequences and steps along the way when making decisions | X |
| Identify and manage risks appropriate to your role. |  |
| Demonstrate an understanding of the broader organisational issues and how these impact on the task at hand. |  |
| Seek to improve policies and procedures, challenging best practice and protocols as appropriate. | X |

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| **Communicating and Influencing Effectively**  *Communicates with clarity and conviction, using appropriate means to gain support, commitment and understanding.* | Selection Criteria  (Mark X) |
| Use advanced tools and techniques to enhance communication eg reading and responding to body language. |  |
| Share information with the broader organization eg during project meetings. |  |
| Influence the broader organisation, seeks to gain commitment. |  |
| Demonstrate a thorough understanding of others’ positions, influences others where necessary to achieve objectives. |  |

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| **Technical, Professional & Functional**  *Specific technical, professional and functional skills required to perform to the expected standard within a job role.* | Selection Criteria  (Mark X) |
| Identify specific areas for your technical / professional skills development. | X |
| Exceed your professional standards and act as a role model for new qualified staff. |  |
| Contributes to the development of professional standards. |  |

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| **Customer**  *Identifies and handles the requirements of customers appropriately and in a timely manner.* | Selection Criteria  (Mark X) |
| Analyse the quality and standard of service offered, constantly striving to improve learning from previous experiences. |  |
| Look for opportunities to improve the quality of the customer service. | X |
| Look for opportunities to embed a customer focused culture. |  |
| Anticipate customer needs, putting plans in place to minimise customer issues. | X |