



# South Tyneside Council

## BUSINESS AND RESOURCES

### JOB DESCRIPTION

**POST TITLE:** Registration Support Officer - Casual Pool

**GRADE:** Band 3

**RESPONSIBLE TO:** Senior Registration Support Officer

#### Overall Objectives of the Post:

To contribute to the efficient day to day running of the service and provide the front-line service point that ensures the successful provision of a professional and effective Registration Service. To provide administrative support to the service and deputise as a ceremony administrator and co-ordinate citizenship ceremonies. To deputise for the Registrars of Births, Deaths and Marriages as and when required, as well as the Superintendent Registrar.

#### Key Tasks of the Post:

##### Registration Support Officer

1. *To provide advice and guidance to customers making birth, death, marriage, civil partnership and genealogy enquiries. You will:*
  - Promote a strong customer focus and provide an excellent service to the customer at all times.
  - Maintain a working knowledge of the regulations of the General Register Office Handbooks, circulars and other instructions relating to the Registration Service together with relevant Council procedures.
  - Deal with all public enquiries, either in person, postal, telephone or on-line.
  - Assist in searching for historical entries of births, deaths, marriages and civil partnership.
  - Prepare certificates requested, either at the public counter, by postal application, by phone or on-line.
  - Assist with the back capture of historical entries into the Registration Software System.
  - Assist with recording post in the electronic post book.
  - Assist with making electronic diary appointments for the Registrars and Superintendent Registrar.
  - Assist with the collection of performance indicator statistics and work to achieve the targets and objectives set in the service performance standards.
  - Assist with all aspects of the preparation and organisation of citizenship ceremonies and take an active part on the day of the ceremony.

2. ***To account for all security stock and fees collected on behalf of the Authority and secure all personal data. You will:***
  - Assist with ensuring the safe custody of registers, certificates, counterfoils and all security stock in accordance with instructions from the Registrar General, any statutory regulations and Council procedures.
  - Assist with the collection and safekeeping of fees taken by the General Office. To maintain accurate accounts and comply with the recognised financial procedures of the authority.
  - Maintain a high level of integrity that preserves the sensitive nature of all personal details handled by the service in accordance with the Data Protection Act and the Registration Services Act.
3. ***To provide services and undertake tasks over and above the statutory requirements. You will:***
  - Act as a celebrant at Naming and Re-affirmation of Vows Ceremonies and any new service initiatives.
  - Contribute to the overall running of the register office and assist colleagues to provide an outstanding service.
4. ***You will be responsible for contributing to a great team. You must:***
  - Remain motivated, skilled and keep pace with appropriate developments in the service to enable you to respond to the changing needs of the customer.
  - Work with the team to take the service forward and incorporate new ways of working and contribute to team meetings.
  - Make sure that you understand how you and the service are assessed and manage your own performance accordingly whilst demonstrating total professionalism, propriety and valuing diversity.
  - Proactively share knowledge and experience with the wider registration team to develop the service skills base that achieves the standards set by the Registrar General.

#### **Deputy Registrar of Births, Deaths and Marriages and Deputy Superintendent Registrar**

5. ***Act as a deputy for the Registrar of Births, Deaths and Marriages and the Superintendent Registrar as and when required. You will:***
  - Register marriages in the register office, churches and approved premises in the district and complete associated duties when acting as a Deputy Registrar.
  - Carry out the legal and accurate registration of births, deaths, still-births and associated duties when acting as Deputy Registrar.
  - Conduct marriage ceremonies in the register office and approved premises within the district when acting as Deputy Superintendent Registrar.
  - Maintain confidentiality of all information provided for registration purposes.
  - Comply with requests from the public for corrections to be made, after consultation with General Register Office.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JT/KDS

Date: 14/01/2020