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| **Job Description** | |
| **Post title** | Registration Officer  To act as a Deputy Registrar and Deputy Superintendent Registrar |
| **JE Reference No** | N9150 |
| **Grade** | 7 |
| **Service** | Resources |
| **Service Area** | Legal & Democratic Services |
| **Reporting to** | The post holder will be accountable to the Senior Registrar/Ceremony Co-ordination Team Leader. |
| **Location** | Your normal place of work will be one of the Register Offices within County Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To undertake and assist with the delivery of statutory and non-statutory activities of the Registration Services.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To undertake statutory duties in connection with the registration of Births, Deaths, Marriages and Civil Partnerships and the taking of Notices of Marriages and Civil Partnerships.
* To conduct Marriage and Civil Partnership ceremonies either at the Register Office or on premises approved for civil ceremonies and for those who are detained/housebound.
* To undertake a celebrant ceremonies e.g. naming ceremonies and renewal of vows etc.
* To assist in the display of Notices and issuing of Authorities i.e. Marriage/Civil Partnership.
* To ensure an up to date knowledge of regulations, Registration Service handbook, circulars and other instructions from GRO.
* To ensure the appropriate security maintenance of records and stocks of forms and certificates.
* To account to the Local Authority for all statutory and non-statutory fees and income received.
* To search indexes and issue copy certificates as required.
* To participate in training activities to aid personal development and in accordance with the aims and objectives of the Service.
* To participate in individual annual technical inspections to ensure compliance with the statutory requirements of the Service.
* To contribute to the continued development of the Registration Service in response to service users and local and national initiatives.
* To take part in the rota arrangements which apply for weekend and public holiday working and to undertake the full range of ceremonies, in particular weddings and civil partnerships, as part of that rota.

The above is not exhaustive and the post holder will be expected to undertake any duties which

may reasonably fall within the level of responsibility and the competence of the post as directed by

the Head of Service and Democratic Services Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Qualified to NVQ Level 3 or equivalent standard or be able to demonstrate possession of practical knowledge or experience of an equivalent higher standard. | * HNC or similar qualification. * Possession of Registrar General’s certificate of competency. |
| Experience | * Experience of working within the Registration Service. | * Practical experience of registering births, deaths, marriages, civil partnerships and the delivery of celebratory ceremonies. |
| Skills & Knowledge | * Ability to understand and apply regulations and instructions. * Awareness of the Registration Service functions and responsibilities. * Demonstrate good communication skills. * Good public speaking and/or presentational skills. | * Knowledge of the National Strategy regarding the modernisation of the Service. * Customer care awareness/training. * Knowledge of ICT including any software in relation to the Registration Service. |
| Personal Qualities | * Ability to work with the public dealing with sensitive issues. * Ability to analyse different situations and formulate appropriate response. * Ability to prioritise tasks. * Team worer. * Ability to use initiative. * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). * Prepared to work outside of normal office hours – flexible and adaptable to work demands. * Will be required to take part in the rota arrangements which apply for weekend and public holiday working and undertake the full range of ceremonies, in particular weddings and civil partnerships, as part of that rota. |  |