

Northumberland County Council
JOB DESCRIPTION

Post Title: Registration Officer	Director/Service/Sector Customer & Cultural Services		Office Use
Grade: 5	Workplace:		JE ref: 2643 HRMS ref:
Responsible to: Registration Manager	Date:	Manager Level:	
<p>Job Purpose: To register births, deaths, still births and marriages ensuring that they are completed lawfully. To advise the public on technical issues relating to marriage registration, citizenship and nationality. To undertake duties relating to legal civil preliminaries for marriage and civil partnership. To undertake duties relating to Nationality Checking Service in partnership with the Home Office. To conduct and register civil ceremonies as required, ensuring these duties are undertaken lawfully. To monitor and supervise the work of registration advisors and administration staff.</p>			
Resources	Staff	Day to day supervision of registration advisors and administration support staff	
	Finance	Collects fees and account for monies collected, manage petty cash and imprest accounts	
	Physical	Manage ceremonies in a variety of venues – need to take responsibility to ensure compliance to registration law and health and safety requirements	
	Clients	Members of the public, General Register Office, UKBA, funeral directors, coroners, doctors, hospital staff, clergy and stakeholders	
<p>Duties and key result areas:</p> <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"> ● Act as 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, RSS and RAFTS. ● Provide support, assistance and training to junior staff to ensure that all registrations completed are correct, and all documentation is completed, in a correct and timely fashion. ● 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, and re-registration, adoption, inquest, burials or cremations documents. ● 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. ● Conduct marriage and civil partnership ceremonies ensuring that all duties are completed in accordance to statute. Ensure that a high quality innovative and flexible service is delivered to clients on every occasion. ● 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.
- Promote and maintain procedures and safe systems of working to comply with health and safety and employment 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:</p> <p>Working patterns:</p> <p>Working conditions:</p>	<p>Must be able to meet the transport requirement of the post</p> <p>7 day a week service rota system applies</p> <p>Weekend and bank holiday working is a requirement of the post. A minimum of 12 days a year will be worked during weekends and bank holidays on a rota basis.</p> <p>The post holder may be required to attend work at short notice on occasions.</p> <p>Normally office based but with extensive travel to work sites across the County is a requirement of this post.</p>
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Northumberland County Council
PERSON SPECIFICATION

POST: Registration Officer	SERVICE: Registration Service	Ref: 2643
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> • Good standard of education or equivalent experience including evidence of numeracy and literacy 	<ul style="list-style-type: none"> • Recognised professional qualification in Registration Law and Practice (higher level) • Comprehensive knowledge of relevant acts e.g. 1953 Births and Deaths Act, 1994 Marriage Act, 1906 Marriages with Foreigners Act, 1911 British Facilities Act 	(a), (i)
Experience		
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Experience of dealing with both internal and external agencies • Supervisory experience 	(a), (i)
Skills and competencies		
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	(a), (i), (r), (p) (g)
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> • 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 • Some contact with public/clients in dispute with the County Council and other agencies e.g. Immigration and General Register Office 		(i), (r) (g)

<ul style="list-style-type: none"> • Minimal exposure to working outdoors - conducting ceremonies outdoors will be a requirement of the post • 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		
<ul style="list-style-type: none"> • Self-motivated, adaptable and resourceful • Ability to motivate and manage others • Commitment to quality service delivery • Committed to equal opportunities and anti-discriminatory practice 		(r) (g)
Other		
<ul style="list-style-type: none"> • Clear and legible handwriting • Post holders will be expected to undertake the Registrars Registration Law and Practice examination (higher level) within 12 months of their appointment to the service • Post holders will be expected to undertake OISC examination to comply with licence regulations 		
		(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