

REGISTRATION OFFICER



PLYMOUTH
CITY COUNCIL

Role Profile

Title	Registration Officer	
Grade	GRADE E	
Reference:	N582	
Reports to:	Team Leader (Registration)	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	To deliver professional, efficient registration of life events in accordance with legal and General Register Office (GRO) requirements. To manage, conduct and administer a variety of statutory and non-statutory ceremonies at locations throughout the city.	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Act in the capacity of deputy superintendent registrar, deputy registrar of births, deaths and marriages and civil partnership registrar, whilst undertaking the duties of the post. Acting at all times in accordance with relevant statutory requirements and guidance, retaining personal responsibility for carrying out duties imposed by the Marriage and Registration Acts and associated regulations. (30%) ▪ Register births, deaths, still births, civil and religious marriages, civil partnerships at a variety of locations throughout the city including accountability for the collection, reconciliation, safe keeping and banking of income (30%) ▪ Conduct a variety of statutory and non- statutory ceremonies at a variety of locations throughout the city (20%) ▪ Keep up to date with relevant legislation and guidance from the General Register Office and a range 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Accuracy of work ▪ Rate of registrations ▪ Customer satisfaction ▪ Customer compliments ▪ Justified complaints

	of national and local governmental bodies (20%)	
Key activities	<ul style="list-style-type: none"> ▪ Undertake registrations of births, deaths and stillbirths from qualified informants within statutory time limits. To complete re-registrations, preparing and issuing the relevant documentation. To attest declarations of births, stillbirths, deaths and re-registrations occurring outside the registration district and ensure dispatch of relevant documentation to the appropriate districts. (20%) ▪ To requisition qualified informants who default on their legal obligations to register a birth. Requisition next of kin or qualified informant on their legal obligations to complete death registrations. Responsible for the decision to refer deaths to the coroner. (7%) ▪ To record data protected, confidential information on the Government Tell Us Once Service (5%) ▪ To take notices of marriage and civil partnership. Issue authorities for marriage for use in this country and foreign jurisdictions. Issue schedules for civil partnerships. (15%) ▪ To conduct statutory and non-statutory ceremonies throughout the city, and be responsible for decision making on whether a ceremony should take place balancing the expectation of the parties with their capability to undertake a legal ceremony on the day. This also requires the physical ability to carry and transport registers on occasions to venues that are difficult to access. Conducting ceremonies can involve standing for periods of approximately 3 hours at a time. (5%) ▪ To register marriages and civil partnerships at approved locations throughout the city (5%) ▪ To carry out certification for worship, licensing for the solemnisation of marriages, appointment of authorised persons, clergy returns and taking custody of completed registers from churches and other buildings (5%) ▪ To be responsible for the opening and closing of the service at the Register Office or satellite offices as required and act as office supervisor in the absence of the Service Manager or Team Leaders (5%) ▪ In the absence of the Service Manager and Team Leaders be responsible for Registration team staffing and management (5%) ▪ To account for and bank registration income (3%) ▪ To deliver nationality checking and associated services in line with Home Office guidance (2%) ▪ Responsible for identifying training and development and keeping up to date with legislation and GRO handbook regulations (3%) ▪ To maintain professional competency in line with GRO guidance (5%) ▪ To advise and guide customers on complex queries relating to all elements of registration using initiative, knowledge and reference to the Registrar General's Handbooks (2%) ▪ To undertake corrections and annotations in current and deposited registers. To check quarterly copies of birth, death, still-birth and marriage entries within the timeframe and standards set by the 	

	<p>General Register Office (5%)</p> <ul style="list-style-type: none"> ▪ To be responsible for the custody and transportation of current registers, secure stock, payments, confidential records and documents in and between locations Conduct regular stock checks and maintain the security of valuable stock at all times (2%) ▪ To identify any situations where intent may be fraudulent, and promptly and sensitively report the circumstances to the Home Office, GRO and other agencies as appropriate (1%) ▪ To assist with the administration of IT systems and local procedures (2%) ▪ To promote the registration service and undertake other duties appropriate to the grade of the post (2%) ▪ On rare occasions, to represent council at court proceedings in cases of fraud, forced or sham marriages (1%)
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Knowledge and understanding of registration procedures and associated legal frameworks ▪ 2 GCSEs at grade A-C in English and Maths or equivalent ▪ An understanding of and the ability to provide excellent customer care ▪ Full driving licence and access to a car insured for business purposes in the event that pool cars are not available
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Formal registration qualification ▪ Nationality checking service accreditation. ▪ Customer care qualification/training ▪ Knowledge, awareness and experience in the appropriate application of the Data Protection/Confidentiality, Freedom of Information and Equalities legislation
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of dealing with customers in challenging situations, face to face, over the phone and in writing, delivering high quality services. ▪ Demonstrable experience of giving professional information, advice and guidance using telephone, written and personal interview techniques. ▪ Demonstrable experience of working on own initiative and independently taking ownership, accountability and responsibility for own actions
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using registration service software and knowledge of the working practices, policies and procedures applicable to the service area ▪ Experience of working within a registration service or similar service with a legal framework ▪ Experience of public speaking ▪ Experience of providing professional and technical advice
Essential skills	<ul style="list-style-type: none"> ▪ Accurate IT and keyboard skills required to record life events, using multiple applications at the same time during long periods (2+ hours) of concentrated mental attention ▪ Mental agility to swap between registration types ▪ Time management skills to ensure appointment times are met and interview durations are punctual. ▪ Excellent Numeracy skills required to accurately calculate and take payments, maintain and record accurate accounts.

- Excellent Literacy skills required including spelling, grammar and punctuation for dealing with correspondence, documents, and data entry onto legal registrations and paperwork.
- Accurate and legible handwriting with a fountain pen and ink to complete legal registration documents and registers.
- Excellent verbal and written communication skills to effectively communicate complicated, sensitive and confidential information with a variety of different customers, professionals and outside agencies. This includes the identification of potential conflict and the application of de-escalation skills with a high degree of tact and diplomacy taking responsibility for the quality of the delivery and the customer satisfaction of all attendees
- Leading and presentation skills for conduction of statutory and non-statutory ceremonies to audiences of between four to in excess of one hundred people
- Developed analytical and interpretive skills in order to assess situations, develop solutions and detect potential fraud or coercion, to act and report accordingly
- Team working skills and the ability to work together with colleagues to deliver an excellent, cohesive and joined up service to customers
- Mentoring skills to support and guide colleagues and trainee members of staff
- To use interpretation, discretion, and initiative to ensure the highest levels of customer service. To support customers through major milestones in their lives in a calm, empathetic and supportive way.

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.