

## JOB DESCRIPTION

**Job Title: Registration Officer (Ceremonies)**

**Directorate & Section/Unit: People/Communities/Registration Service**

**Reporting to: Registrar**

<b>Salary Grade:</b>	<b>Scale 5</b>
<b>WCC Management Level:</b>	<b>Frontline</b>
<b>Number of Direct Reports:</b>	<b>0</b>

### **Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high-quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### **Purpose of job:**

To carry out all statutory duties of Deputy Registrar of Births, Deaths and Marriages and Deputy Superintendent Register in accordance with the Registrar General's requirements and other statutory and non-statutory services provided by the Registration Service.

### **Main Activities & Responsibilities:**

- Conducting marriages and Civil Partnerships at Register Offices, Registered Buildings and Approved Premises.
- Completion of Marriages and Civil Partnership schedules at Register Offices, Registered Buildings and Approved Premises.
- Registering of Marriages and Civil Partnerships on RON (Registration On-Line) in compliance of regulations and guidance as set by the Registrar General.
- Conduct and deal with other statutory and non statutory ceremonies within Register Office and at Registered/Approved premises.
- Making abnormal domiciliary registrations as and when required.
- Liaison as necessary with other Registration Officers to ensure consistent services across the County and contribution to reviews of service provision.
- Attendance at other Registration Offices/Register Office as necessary to deal with statutory, non-statutory services and support as required.
- To be familiar with regulations, handbook, circulars, statutory instruments and other instructions and ensuring compliance and implementation of any appropriate changes.
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.

- To work outside normal working hours, including Saturdays, Sundays/Bank Holidays and to deal with relevant emergencies as directed.
- On occasions to work at other offices than the normal work base to ensure appropriate cover or meet specific work demands.
- To take personal responsibility and remain aware of the relevant key issues including those of the Corporate Directorate, and Service Plans
- To exercise absolute integrity regarding confidential matters dealt with by this post

#### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

#### **Contacts:**

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all Directorates, Project Staff

External: District & County Councils, Healthcare Professionals, Statutory and Voluntary Organisations, service users, clients, customers, members of the public, General Register Office, Approved Premises, Clergy.

#### **Additional Information:**

In consultation with staff the opening hours of the office may be varied to meet increase/decrease of workloads or to meet emerging needs of customers (eg evening opening or new services).

The Council reserves the right to alter the content of this job description to reflect changes to the job or services provided without altering the general character and level of responsibility.

## PERSON SPECIFICATION

**Job Title: Registration Officer (Ceremonies)**

**Directorate & Section/Unit: People/Communities/Registration Service**

**Salary Grade: scale 5**

### EXPERIENCE

It is **essential** that the post holder has:

- Considerable experience of working in a customer focused environment.
- Considerable experience of working to deadlines
- Experience of presenting to large groups of people

It is **desirable** that the post holder has:

- Demonstrable experience of working in local government, or large complex organisations

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Ability to deliver Registration services effectively and within the Statutory framework and General Register Office guidance.
- Demonstrate an understanding of issues affecting the Registration Service
- Ability to deliver a service, which meets internal and external high standards on target and on time.
- Ability to effectively utilise information technology and associated systems
- Ability to work effectively as part of a team
- Ability to manage work programme, prioritise competing workloads and timescales.
- Ability to officiate in a suitable manner at marriage, citizenship, partnership and other ceremonies, behaving with the necessary gravitas, and being of smart appearance.
- Excellent communication skills – both written and oral
- Excellent interpersonal skills
- Excellent Customer Service skills and ability to interact appropriately with internal and external customers
- A working knowledge of client data base systems
- The ability to work effectively within a team and with other teams when required
- The ability to work on own initiative, and to question and enquire appropriately

It is **desirable** that the post holder has:

- A working knowledge of the services local authorities provide
- Experience in the Registration Service or related area
- Knowledge of legislation pertaining to the Registration Service

### QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- NVQ/Diploma Level 2 or an equivalent level of qualification (or equivalent experience)

### ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

- An understanding of, and commitment to equal opportunities

- Requires post holder to work daytime/evenings/weekdays/weekends and provide cover at short notice i.e. a flexible approach to working hours, for both Registrar and Support Services
- Smart personal appearance in order to meet with the public and represent the council at formal events.
- Ability to travel across the County sometimes at short notice.

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Date: 8<sup>th</sup> February 2023

**Please Note:**

## **Qualifications and Disqualifications for Appointment**

### **The Registration of Births, Deaths and Marriages Regulations 1968 – 86**

#### **Part II**

#### **Registration Officers – qualifications for appointment**

- 4 A candidate for appointment to a registration office
- (a) must produce satisfactory evidence as to character

#### **Disqualifications for appointment**

- 5 Notwithstanding the provisions of regulation 4, no person shall be qualified for appointment –
- (a) to any registration office:-
- (i) if they have been declared bankrupt and has not subsequently obtained his discharge, or if they have made any composition or arrangements with their creditors and has not subsequently paid their debts in full or obtained a certificate of discharge; (ia) if they are a person in relation to whom a moratorium period under a debt relief order applies (under Part 7A of the Insolvency Act 1986), or they are the subject of a debt relief restrictions order or an interim debt relief restrictions order (under Schedule 4ZB of the Insolvency Act 1986);
  - (ii) if they are, or have been in the last 12 months preceding the date on which the appointment is to take effect, a member of the council, or of a committee of the council having duties in relation to the appointment of registration officers;
  - (iii) if they hold any office as authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;
  - (iv) if they are a minister of religion, a medical practitioner, a midwife, an undertaker or other person involved in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent the proper performance in person of the duties of the office for which they are a candidate;
  - (v) if they are an officer or servant of the council appointed by them to exercise the functions of the proper officer;
- (b) as superintendent registrar, if they hold office as a registrar or any deputy registration office;
- (c) as registrar, if they hold office as superintendent registrar or is a coroner or in an office or servant of a local authority employed by them in the performance of duties relating to their functions as a burial.