

## JOB DESCRIPTION

<b>Job Title</b>	Registration Officer		
<b>Directorate</b>	Regulatory & Operational		
<b>Reporting to</b>	Registration Officer Manager		
<b>Grade</b>	12		
<b>Evaluation ref:</b>	AG0305	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
To provide an efficient, accurate and customer friendly face to face service to all members of the public for the registration of key life events such as births, deaths, marriages, and civil partnerships.			
<b>Responsibilities</b>			
To register births, still births, deaths and associated duties. Reporting of deaths to HM Coroner in line with Handbook procedure.			
Accurate and efficient processing of current certificate applications.			
To register civil marriages, civil partnerships and conversions, and carry out associated duties at the Register Office, other registration offices, approved venues, and registered buildings where a Registrar is required.			
Legal preliminaries for civil marriage and civil partnership, which involves interviewing members of the public and checking key documents ensuring legal validity of Notices ready for civil marriage and civil partnership.			
Conducting civil marriage and civil partnerships ceremonies within Register Office, registration office or approved premise ensuring legal and declaratory words are repeated accurately and in appropriate surroundings.			
Quarterly copies: cross check that information within the 'paper' Register is exactly accurate to digital records and returning on a quarterly basis to General Register Office (GRO). Keep Registers and associated records up to date to include SR certifying, deposition and archiving.			
Assist the County SR/County RBD to ensure internal procedures are followed to enable consistent working practices across the service in Somerset.			
Be financially accountable. Accurately collect and record, with local authority approved mechanisms, and account for cash, cheques and card transactions in receipt of services delivered locally per office and bank appropriately.			
Maintain a working knowledge of the regulations within the GRO Registration Handbook, circulars via the internet and Council policy and procedures.			

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Non-statutory associated work includes Citizenship ceremonies, Welcome Ceremonies (Baby-Naming), Renewal of Vows with further civil ceremonial developments.

Be responsible for the security and safety of statutory and certified Stock for the County, in liaison with line managers and County SR and County RBD per office, in line with national and local procedural requirements.

Provide a high level of customer care.

To take full responsibility for all registration activities to include use of internet-based systems for registration (RON) and associated applications regardless of working in a team environment at a larger office or lone working within a dispersed team.

Each individual takes responsibility for services delivered to the public, applies key knowledge and makes key decisions in the presence of the public on a case-by-case basis.

To participate in the performance management/appraisal process of Somerset Council.

To undertake such other duties to assist the management team at a similar level of responsibility as attached to this post, from time to time.

### Impact

#### **Contacts & Relationships**

Has contact with any member of the public requiring service at key life events.

Is individually responsible for completing the statutory service with each member of the public and the corresponding advice that requires if not straightforward.

Will be dealing on a daily basis with situations requiring tact and empathy for registrations as well as skills required when conducting celebratory services such as a marriage.

Will work with Registration Service stakeholders such as coroners, bereavement officers, approved venues on a day-to-day operational level.

Will work closely with the County SR/County RBD and Management Team.

Somerset Registration Service registers in the region of 5000 births and 5000 deaths each year, conduct in excess of 2000 ceremonies, circa 3500 notices of marriage and 400 new British Citizens.

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	Essential	Desirable	
<b>Knowledge</b>			
Good working knowledge of Microsoft Office Applications including Outlook, Word, Excel and Teams	X		
Previous knowledge of the legal procedures associated with the registration service		X	
Understanding of Local Authority practices and structure		X	
<b>Experience</b>			
Experience of working with the public in a customer facing environment	X		
Previous administration/clerical experience	X		
Effective personal organisational skills and the ability to balance conflicting priorities whilst maintaining professionalism and taking accountability for own workload	X		
Experience of following detailed and prescriptive processes in a consistent manner within a timescale	X		
Flexible approach to team working and supervision	X		
Experience of providing a service for the public in sensitive situations		X	
Previous experience of working in a Registration Service		X	
Experience of Public Speaking		X	
<b>Qualifications / Registrations / Certifications</b>			
Grades 9-4 (A*-C) in English and Maths or Functional Skills Level 2 in English and Maths or equivalent	X		
IT qualification such as ECDL or equivalent		X	
<b>Skills</b>			
Ability to maintain accuracy and consistency whilst performing detailed work and set timescales	X		
Excellent customer care skills and communication skills at all levels, including face to face, over the phone, electronically and in writing	X		

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Ability to direct the public clearly and confidently through a sometimes-complex process	X		
Ability to remain professional in challenging situations	X		
Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)	X		
Ability to spell accurately and proof read documents	X		
Self-reliance, resourcefulness and initiative, and ability to work independently	X		
Able to work effectively, consistently, and collaboratively across various teams and locations	X		
Ability to understand customer needs whilst maintaining confidentiality and professionalism	X		
<b>Working Conditions</b>			
There is a requirement to provide some ceremony cover at weekends (inc. Saturday/Sundays & Bank Holidays), this is done on rotation throughout the year. The rota is released in advance. There may also be occasions to carry out additional hours around contracted hours during weekdays, to provide cover for offices in the event of staff absence, e.g. sickness or leave absences.			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position.			
<b>Corporate Responsibilities</b>			
Understand, uphold, and promote the aims of the Council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: