

JOB DESCRIPTION & PERSON SPECIFICATION

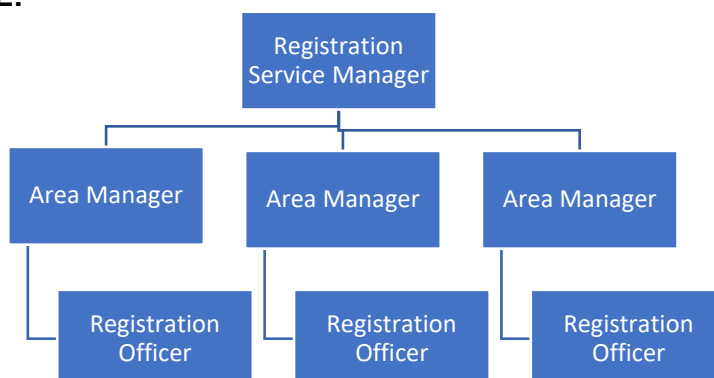
Director Area: Adult and Community Wellbeing	Job Ref Number: 03692
Service Area: Registration, Celebratory and Coroners Service	Grade: G7

Job Title: Registration Officer

PURPOSE OF JOB:

To undertake duties attached to the registration of Births, Deaths, still births and attest notices of marriage and civil partnerships and register or conduct statutory and non-statutory ceremonies at registration offices, religious buildings and approved premises. The role will also undertake any other duties associated with Civil Registration.

TEAM STRUCTURE:



MAIN DUTIES:

1	Register births, still births deaths, marriages and civil partnerships, carry out all related duties and responsibilities in compliance with the Registration Acts.
2	Attest advance/routine notices of marriage/civil partnerships, register or conduct statutory and non-statutory ceremonies at registration offices, religious buildings and approved premises.
3	To act as a Deputy Registrar of Births and Deaths and as a Deputy Superintendent registrar in line with legislation for all duties associated with births, deaths and marriages.
4	Carry out 'nominated office' activities regarding birth, deaths declarations, re-registrations, inquest cases and general non-routine enquiries
5	Safeguard the integrity of the registration, through an awareness of sham marriage and other opportunities for fraudulent/criminal activity (ie forged documents, suspect certificate applications). Be aware of own responsibilities in handling sensitive and confidential information and wider role in preventing counter fraud and public protection.
6	Account for all fee income taken and assist in the production of monthly and annual returns in accordance with the councils financial procedures.

7	Keep up to date with changes in legislation, policies, and procedures
8	Contribute positively to the overall improvement and development of the service and operate inline with the Councils Code of Conduct and local scheme
9	To be responsible for the maintenance and security of stock items in accordance with the General Register Office requirements and ensure the integrity of registration records is maintained at all times.
10	Provide the highest possible standards of customer care to both internal and external customers for all aspects of the work to ensure compliance at all times with internal policies and procedures, civil registration standards and timescales.
11	Contribute to the overall provision of the service to meet the needs of our customers by working in partnership with GRO, Home Office, Approved Premises, Funeral Directors, Churches, Hospitals, Hospices and other partners.
12	Support and participate in the training and development requirements of both new and existing registration staff to ensure a highly trained, customer focused and competent workforce.
13	Actively promote all the registration services offers to the public (statutory and non-statutory) and provide the public with information on the range of ceremonies offered at Approved Premises, Registration Offices and other licensed locations.
14	The registration service operates seven days a week, the role will be required to work a set pattern Monday to Saturday. The postholder will be based from an allocated registration office but will be required to regularly work from other offices across the county to meet service needs. Office allocation will be done inline with the fixed working days and travel will be paid inline with the Councils policy.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to NVQ Level 4 or equivalent or 3 years plus relative experience	A	√	
Experience of customer service and developing positive working relationships via excellent personal, social and communication skills and a flexible approach to working.	A and I	√	
Ability to work as part of a team	A and I	√	
Excellent communication skills, having the ability to work effectively with colleagues at all levels, both verbally and in writing, including those working internally as well as those within external partners	A and I	√	
Thorough in their approach to work, pays attention to detail and demonstrates problem solving abilities	A and I	√	
Seeks to find ways to improve service delivery through	A and I	√	

innovation and new ways of working			
Knowledge of legislative requirements within area of service delivery.	A and I		√
To lead by example, visible in doing so, and promotes their work as part of a “one council” approach.	A and I		√
Hold a registration qualification	A and I		√

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.