

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing

Job Ref Number: 04012

Service Area: Registration, Celebratory & Coroner's Service

Grade: G4

Job Title: Registration Development Officer

PURPOSE OF JOB:

This role will support business development functions within the Registration and Celebratory Service and aid the development of Lincolnshire Registration Service statutory and commercial activities. The role will provide a key customer focused registration support for key clerical and/or other associated statutory functions and support the delivery of excellent customer service.

To support the work of key activity such as

- Monitor and support the case management to ensure effective birth registrations and death management process and support national key performance indicators (KPIs)
- Process requests for copy certificates and corrections to registrations and to support and maintain the civil registration records for the registration district
- Support the delivery of excellent customer service for all aspects of booking and co-ordination for a wide range of civil ceremonies, citizenship ceremonies and supporting the approved premises licensing process
- Checking the receipt and recording of marriage/civil partnership notices, issue of schedules for marriages/civil partnerships
- Support to statutory and commercial activities within the service
- Support to digital development of the service, social media engagement, etc

To perform support functions / duties required of a Deputy Superintendent Registrar.

TEAM STRUCTURE:



MAIN DUTIES:	
1	The post holder will carry out statutory duties acting as a Deputy Superintendent Registrar undertaking a limited range of statutory registration and legislative duties at a suitable level for the role. Issuing certificates, marriage and CP schedules and processing corrections / highlighting any questions to Registrars will be required.
2	<p>The role will provide flexible support and day to day processing of tasks within 4 key areas across the registration service:</p> <ul style="list-style-type: none"> • Ceremonies and celebratory events • Day to day registration activity • Digital development and engagement • Commercial activity
3	<p>To undertake and support all duties and tasks in connection with ceremonies and celebratory events including:</p> <ul style="list-style-type: none"> • Aspects of ceremony booking and advice to ensure that customers can make an informed choice and resolve and questions or queries from service users • Review of the receipt and recording of marriage/civil partnership notices and payments / uploading to electronic system • Issue schedules for marriage/civil partnership to deadlines and to ensure all legal requirements have been complied with. • Input of marriage schedules returned from clergy and authorised persons • Issue Certificates from Ceremonies • To co-ordinate and administer Citizenship ceremonies in connection with British Citizenship in the County. Liaison with the Home Office on matters in relation to Citizenship.
4	<p>To undertake and support all duties and tasks in connection with registration activity including:</p> <ul style="list-style-type: none"> • Monitor and support the case management to ensure effective birth registrations and death registration processes and tracking against national key performance indicators (KPIs) • Contact for external queries regarding death registrations and provide support to respond and deal with queries ensuring they are resolved in a sensitive way • Deal with enquires on the telephone and in person from the public, CSC and other registration staff to resolve booking queries and make appointments for registrations where required to support customer needs. • Process orders for copy certificates and produce copy birth, death and marriage certificates as required, issuing certified copies of entries from registers to meet the required order timescales. • Performing appropriate duties in connection with adoptions, re-registrations, etc • Collation of weekly data, performance and statistics to ensure statutory performance targets are met.
5	<p>Support the digital development of the Registration and Celebratory services, assisting with the promotion, marketing and development of the service, including:</p> <ul style="list-style-type: none"> • Support digital engagement – messaging through social media, etc • Support the production of information and marketing materials, including wedding brochures, leaflets and displays; and other digital marketing • Support customer feedback and engagement activity • developing sponsorship, marketing services and generally raising the profile of the services available.

6	Support the commercial development of the Registration and Celebratory services, assisting with venue engagement, licensing and renewals, supporting service events and other commercial development duties as required. Seeking to maximise income generation opportunities to help the Council receive value for money.
7	The post holder will have direct contact with the general public on a daily basis and with a range of partners and be expected to provide a high quality customer service to both internal and external customers, resolving, where possible, expressions of dissatisfaction or complaints, and promote Equality and Diversity at all times.
8	<p>To support the maintenance of civil registration records for the registration district</p> <ul style="list-style-type: none"> • Operate within set guidance for registers/indexes held within the central repository and support maintaining and repair of records when required • Ensure guidance for the checking and safekeeping of certificate stock is followed • Some manual handling expectations, use of ladders, lift boxes, etc in a temperature controlled area adhering to LCC Health and Safety Policy.
9	The post holder should be a self motivated individual who can devise solutions to issues arising from their daily work within recognised and agreed guidelines. To take personal responsibility for completing allocated areas of work as part of individual and team objectives and identify any improvements to operational processes.
10	Process and review financial transactions including daily accounting, receipt of payment of fees, issuing refunds, maintain and balance a cashbook, coding of income and banking monies according to policy and procedures.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent	A	X	
Apprenticeship or NVQ Level 3 Business Administration or Equivalent	A		X
Experience of MS Office: Word, Excel as a minimum, Photoshop experience also beneficial	A	X	
Understanding of how to provide excellent customer Service	I	X	
Experience in dealing with the public either face to face, telephone written capacity	A / I		X
Is thorough and pays attention to detail	A / I	X	
Demonstrating problem solving capabilities.	A / I	X	
Working on own initiative	A / I	X	
Good written and verbal skills	A / I	X	
Committed to self-development	A / I	X	
Flexibility and a responsible approach to work	A / I	X	

Experience of adapting rapidly to changing situations and priorities	A / I	X	
Ability to respond quickly and positively to changing priorities and is able to cope with unclear situations	A / I	X	
Understand the impact of personal behaviour and decisions on others	I	X	

*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.