

Registration Officer Grade 7

About the Service

Our aim is to provide a comprehensive customer-focused service for the registration of births, deaths, marriages and civil partnerships and services relating to citizenship and nationality.

Ensuring high quality services that are accurate, efficient, satisfy all statutory requirements of the Registrar General and balances both customer needs and ensures best value.

About the Role

The Registration Officer plays a key role in delivering the core activities of the Staffordshire Registration Service on a day-to-day basis, ensuring that customer receive the high-quality service required to meet statutory duties ensuring compliance with General Register Officer. This role is primarily involved in the registering of Births, Deaths, Stillbirths and re-registrations. In addition to taking Notices of Intent for Marriage and Civil Partnerships. It also involves the registering and conducting of statutory and non-statutory marriage, civil partnership and citizenship ceremonies.

Reporting Relationships

Responsible to: Senior Registration Officer / Team Leader

Responsible for: N/A

Key Accountabilities:

1. To undertake the statutory duties, in accordance with the Registrar General's requirements, of a Deputy Superintendent Registrar and Deputy Registrar of births, deaths and still birth registrations, and issuing of certificates, notification of death to appropriate authorities. To undertake other Statutory and non-statutory services to the highest standard.
2. Statutory responsibility for the safe and correct handling and completion of marriage civil partnerships, birth, death and still birth registration and certificates in order to ensure the highest professional service is delivered.
3. Prepare and deliver ceremonies including marriage, civil partnerships, and non-statutory ceremonies at locations across the County

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including Approved Premise, Registration Offices, hospitals and hospices demonstrating professionalism and resilience.

4. Issue and produce copy certificates in line with Statutory regulations and assist customers in searching records, indexes as required.
5. Produce comprehensive reports and returns to relevant agencies such as local authorities, general register office etc.
6. Maintain a working knowledge of relevant legislation; comply at all times with the national standards, service standards and best practices.
7. Preparing and Maintaining an auditable record of accounts and the reporting of accurate financial data within all relevant financial regulations and in accordance with the General Data Protection Regulations.
8. Undertake the day to day recording of financial transactions, including the creation of orders and invoices for services, equipment and receipting income.
9. Liaise with partner agencies to pass information on where appropriate and participate in local community events.
10. Undertake any other duties required by management which are commensurate with the grading of the post.
11. To be responsible for continuous professional self-development, participating in training, supervision and performance management processes as appropriate.
12. To participate in the training and development of staff within the team, including induction and on the job coaching and supervision to ensure that the service delivery is of the highest standard.

Special requirements of the post:

- The duties may involve travelling between the Register Offices and Sub-Offices, and to other locations in connection with registration purposes.
- There may be occasions when the post holder will be asked to work from a different centre.
- There is a requirement to work on a rota basis to cover late night opening from 5pm to 7pm, and also on a Saturday.

Person Specification

Qualifications/Professional membership

- Level 3 qualification in a business based subject or relevant experience working in a Statutory business services role.

Knowledge and Experience

- Significant experience of providing excellent customer service to members of the public on a one-to-one level
- Knowledge of legislation pertaining to the Registration service
- Experience of preparing comprehensive reports from complex data sets with accuracy
- A good understanding of the legal requirements of the Data Protection Act
- A good understanding of Safeguarding, Human Slavery Act and Human Trafficking legislation.
- Experience of delivering group presentations to a diverse audience and/or public speaking
- Experience of using ICT applications (e-mail, internet, Microsoft office and CRM systems)
- Understanding of the Registration Service.
- Experience of supporting and training staff.
- Understanding of responsibilities under health and safety legislation and in equal opportunities legislation
- Proven ability to record information accurately and to work to a high degree of accuracy.

Skills

- Committed to delivering excellent customer services and making a difference to customers and meeting their needs.
- Numerical skills at an advanced level to produce statistical reports and maintain accurate financial records.
- Excellent communication skills, verbal and written, with the ability to engage with and train staff.
- Excellent presentation skills and able to deliver information to a diverse audience.
- Be adaptable to change and working under pressure.
- Ability to work independently.
- Ability to work as part of a team, motivating and supporting staff.

This post is designated as a casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.

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