

Registration Officer

# Registration Service

So what gives  
our organisation  
its personality?

We do...



<i>Corporate Services</i>	
<b>Post Title</b>	<b>Grade</b>
<b>Registration Officer</b>	<b>7</b>

**Our Vision** – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

**Our Outcomes** – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

**Our Values** – Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

## About the Service

### Registration Service

### Role Purpose and Values

To provide registration services support and enable customers to access the services they require and to support staff to efficiently deliver the service.

### Purpose and Values of Service

To provide a comprehensive customer-orientated service for the registration of births, deaths, marriages and civil partnerships and to develop services related to citizenship and nationality. The service provides data for national statistical purposes and currently operates under the guidance and to the requirements of the Registrar General.

## Reporting Relationships

**Responsible to:**     **Registration Service Manager**

## **Key Accountabilities:**

To deal with births, death and still birth registrations, including:

- Registration, including duties under the Population (Statistics) Act;
- Issue of certificates; notification of death to appropriate authorities,
- Production of returns to OPCS, Local Authorities, etc;
- Performance of duties in connection with requisitions to informants, corrections and re-registrations;
- Production of quarterly reports;
- To conduct all ceremonies including, marriages and new ceremonies at all locations.
- To carry out the duties of Deputy Superintendent and Registrar or Principle Officer as required.
- To keep up to date with regulations, handbook, circulars and other instructions relating to this position and to comply with relevant codes of practice and National Minimum standards.
- To use the electronic financial system to undertake day to day financial transactions within the office. To include the creation of orders and invoices for services, equipment, receipting cash income.
- To maintain an auditable record of accounts and the reporting of accurate financial data within all relevant Financial Regulations
- To index historical records and assist customer in searching, including transferring records to a digital/ICT system and reproducing copy certificates.
- Establish, develop and maintain partnerships with partner agencies to pass information on where appropriate and participate in local community events.
- To undertake training as required by the training plan and to participate in the training of other staff and to participate in own personal development and bi-annual performance development plans.
- To carry out basic Health and Safety duties as required by the Health and Safety plan.
- To undertake any other duties required by management which are commensurate with the grading of the post.

### **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 5.00pm-7.00pm and also on a Saturday.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

#### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

**Person Specification**

<b>Minimum Criteria for Disability Confident Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>  A=assessed at Application I=assessed at Interview T=assessed through Test
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>• Posses or working towards NVQ Level 3 in Customer Service or equivalent, or have recent relevant experience in delivering customer service</li> <li>• Excellent Standards of Literacy and Numeracy (demonstrated by GCSE passes in math's and English or equivalent)</li> </ul>	<p>A</p> <p>A/I/T</p>
      	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of providing excellent customer service to members of the public on a one to one level</li> <li>• Basic understanding of the legal requirements of the Data Protection Act</li> <li>• Experience of using ICT applications (e-mail, internet, Microsoft office and CRM systems)</li> <li>• Experience of dealing with the media</li> <li>• A good understanding of responsibilities under health and safety legislation and in equal opportunities legislation</li> <li>• Proven ability to record information accurately and to work to a high degree of accuracy</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Enthusiastic about customer services and making a difference to customers and meeting their needs</li> <li>• Excellent interpersonal and communication skills at all levels, internally, externally, verbally and in writing, including with customers and senior managers.</li> <li>• Be adaptable to change and working under pressure</li> <li>• Ability to work unsupervised</li> <li>• Ability to work as part of a team, motivating and supporting staff</li> </ul> <p>This post is designated as a casual car user</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting  
**Shared Services on 01905 947446**