

Registration Officer

Grade 07

Our Vision

An innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

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

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.

Reporting Relationships

Responsible to: Senior Registration Officer / Team Leader

Responsible for: N/A

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.

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 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.**

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

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> Level 3 qualification in a business based subject or relevant experience working in a Statutory business services role. 	A
   	Knowledge and Experience <ul style="list-style-type: none"> 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. 	A/I A/I A/I A/I A/I A/I A/I A/I A/I

	<ul style="list-style-type: none"> • 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. 	A/I A/I
	Skills <ul style="list-style-type: none"> • 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. 	A/I A/I A/I A/I A/I A/I

This post is designated as a casual car user



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 Job centre 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
Talent & Resourcing Team 01785 278300