

# Job Description

**Job Role: Registration Officer**

**Service: Registration Service**

Role Structure	Role Details
Directorate:	Corporate Services
Grade:	HC06
Location:	Hereford Register Office 8 St Owen Street
Responsible to:	Senior Registration Officer

## Main purpose of the role

In accordance with the Registrar General's requirements, carry out the statutory duties of a Deputy Superintendent Registrar and Deputy Registrar of Births, Deaths, Marriages and Civil Partnerships and undertake other statutory and non-statutory services provided by the Registration Service to a high standard.

To deliver excellent customer service to a wide range of audiences.

To carry out the registration of Births, Deaths, Still-Births and marriages and civil partnerships in accordance with the statutory and legal framework and associated initiatives.

To have a statutory responsibility for the safety, correct handling and completion of birth, death, still-birth registers and marriage and civil partnership schedules at all times.

Ensure correct, legible registrations in all entries for births, deaths, still-births and marriages and civil partnerships and arrange corrections when appropriate.

To conduct all statutory and non-statutory ceremonies within the Register Office, approved premises and registered buildings.

To be responsible for appropriate handling of finances including income from services provided.

To deputise for the Senior Registration Officer and supporting other colleagues in the Registration Service as required.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Conduct marriage, civil partnership, citizenship and other statutory and non-statutory ceremonies within Register Office, Approved premises and Registered Buildings.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To attest notices of marriages, civil partnerships and act as civil partnership registrar.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Responsible for the publicity list for marriages and civil partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To advise customers on how to marry in England and Wales taking into account the appropriate legislation and ensuring accuracy as to all details taken.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Responsible for 'in district' and 'out of district' declarations for births, stillbirths, and deaths and issuing of appropriate certificates.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To be responsible for the security of stock.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Making abnormal domiciliary registrations as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Responsible for checking and monitoring, on a quarterly basis, copies of all birth, stillbirth, and death registrations.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>To carry out duties and give advice regarding adoption, corrections, re-registrations, late registrations and change of names.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Liaison as necessary with other Registration Officers to ensure consistent services across the County and contribution to reviews of service provision.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Deal with all related correspondence, and clients' telephone calls.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To be proficient with regulations, handbook, circulars, statutory instructions and ensuring compliance and implementation of any appropriate changes.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>To participate in the performance improvement and reporting arrangements of the Service.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To be responsible for submitting appropriate returns to the Council and other bodies.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>To maintain personal and professional development to meet the changing demands of the job, participate in appropriate service training and corporate training activities and encourage and support staff in their development and training.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To follow the relevant procedures for ensuring that information and data is collected and recorded accurately, this enabling the production of reliable analysis and reports.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>On occasions to work at other offices than the normal work base to ensure appropriate cover or meet specific work demands. Have the ability to travel within the county when required.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To work outside normal working hours including evenings, Saturdays, Sundays and Bank Holidays, to deal with relevant emergencies as directed and to provide cover at short notice, i.e. a flexible approach to working hours. In consultation with staff the opening hours of the office may be varied to meet increase/decrease of workloads or to meet emerging needs of customers.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To undertake such other duties, training and / or hours of work as may reasonably be required and which are consistent with the general level of responsibility of the job.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>To portray a professional image at all times, you will be expected to wear clothing appropriate to your role/service.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<b>Other information</b>	
<p>1. All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.</p>	
<p>2. This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation. Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.</p>	
<p>3. In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.</p>	
<p>4. The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.</p>	



## Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Mathematics and English Language passes to GCSE level (Grade 4 or above) or other relevant qualification.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Nationally Accredited Programme for Registration Officers qualification.</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Evidence of continuing professional development.</li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working in a customer focused environment.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of giving presentations or public speaking</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience in the Registration Service or related area</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Knowledge of legislation pertaining to the Registration Service.</li> </ul>	Desirable	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>Ability to prepare reports, collating and presenting data as required and demonstrating meticulous attention to detail.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Numeracy skills sufficient to compile and provide statistical information including financial records and returns.</li> </ul>	Essential	A, I



Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<ul style="list-style-type: none"> <li>Demonstrate an understanding of issues affecting the Registration Service.</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Ability to deliver a service which meets internal and external high standards on target and on time.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to effectively utilize information technology and associated systems.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to work effectively as part of a team.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Excellent communication skills, both written and verbal. Including empathetic and appropriate care of the bereaved.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to manage work programme, prioritise competing workloads and timescales.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to officiate in a suitable manner at marriage, citizenship, civil partnership and other ceremonies, behaving with the necessary gravitas.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>To demonstrate an ability to address a group of people with confidence and professionalism.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Have regard to the need for confidentiality.</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>To remain calm, empathetic and professional during difficult situations or when members of the public are very emotional.</li> </ul>	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

