

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Registration Service Officer	Grade:	Scale 6
Reports to (Designation):	Register Office Operations Manager	Grade:	PO5
Directorate:	Customer Services	Section:	Customer Service Centre

Main Purpose of the job:

To register births deaths and marriages/ civil partnerships under the statutory auspices of the Registrar General of the UKBA through a local registration scheme approved under the Registration Service Act 1953.

To administer applications for citizenship ceremonies and ensure that all ceremonies are arranged to the highest standard and within statutory timescales. To account for all fees relating to services provided.

To carry out the work of the General Office in the production of certificates and related office/statutory duties.

To advise on matters concerning Births Deaths Marriages and Civil Partnerships as well as matters concerning Citizenship.

Summary of Responsibilities and Personal Duties:

As a deputy registrar, register and re-register births, and register stillbirths and deaths and issue certificates as required.

To deliver the Nationality Checking Service.

To obtain information required under the Population (statistics) Act.

To receive and resolve all enquiries and complaints to a satisfactory conclusion offering detailed and comprehensive advice either face to face or by telephone.

To attest declarations of particulars for transmission to registrars in other districts.

To report certain deaths to the coroner in accordance with the Registrar General's regulations.

To issue requisitions to defaulting birth, death and still birth informants.

To enter in current registers names given after registration of birth.

To correct errors in birth, still birth and death entries in current registers.

To make returns of births deaths and still births to ONS, Health Authority etc.

To notify appropriate organisations the deaths of people in certain professions and of people receiving occupational pensions from public funds.

To attend, register and preside over marriages, civil partnerships and Citizenship Ceremonies at the Superintendent Registrars Office, registered buildings and elsewhere when required.

Study and apply regulations and the Registrar General's circulars and other instructions.

To identify and implement improvements to existing services within the remit of the post, including the development of new delivery procedures as instructed by the line manager.

Attesting notices of marriage and civil partnerships, issue authorities and process all documentation pertaining to this.

Undertake administrative duties for the provision of the service as directed.

Collect and analyse statistics for monitoring service delivery.

Be pro-active and participate in the provision of non –statutory services ceremonies e.g. Baby naming, civil partnerships, civil funerals and renewal of vows.

Attend registration/ local authority meetings as required.

Work in any other area when necessary for the provision of the service as directed by the Superintendent Registrar/ Register Office Operations Manager (e.g. University Hospital Lewisham, approved premises).

Take responsibility for own learning and development to ensure that an effective value added personal contribution to the divisions objectives is maintained continuously.

Participate actively in all processes linked to the Performance Evaluation Scheme.

To carry out projects as instructed by the Superintendent Registrar / Register Office Operations Manager.

To mentor and instruct temporary and/or new starters on work requirements.

Be responsible for own stock/ certificates/ Stationery (certificates and forms relating to registrations) and income.

To check and supply quarterly copies to the Registrar General via the Superintendant Registrar.

To carry out the duties of the General Office.

To carry out all duties in relation to Citizenship Ceremonies as and when required

Internal Contacts: These include Social Services, Bereavement Services, SUMs, Customer service center staff

External Contacts: This will include General Register Officer, Funeral Directors, University Hospital Lewisham, Home Office, Area Health Authority, Coroner's Office

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

PERSON SPECIFICATION

JOB TITLE: Registration Service Officer

POST NO:

DEPARTMENT: Customer Services

GRADE: Scale 6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked '**S**' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies.

Awareness of Equal Opportunities issues and how they relate to this post.

S

Knowledge

An understanding of the role and functions of Local Government

S

Detailed knowledge of the registering of Marriages/ Civil Partnerships, Births and Deaths

S

Detailed knowledge of legislation pertaining to Citizenship

S

Understanding the importance of quality service delivery

S

Aptitude

For fully understanding statutory regulations

For following agreed processes, procedures and instructions

Skills

Excellent ICT skills

Able to work accurately with an eye for detail

Neat legible handwriting and good spelling

T

Excellent organisational skills

Excellent Communication skills

Essential to have totally flexible approach to the delivery of the service

Able to conduct civil ceremonies in a professional confident manner

Experience

Of working directly with the public in either a Register Office or similar customer service environment

S

Of conducting personal confidential 1:1 interviews with people of differing ethnic and social backgrounds

S

- Of working under pressure, directly with the public, in a front line service **S**
- Of prioritising competing demands and achieving set targets **S**
- Of working on own initiative and as part of a team
- Of using various computer packages in a working environment **S**

General Education

Able to deal with correspondence/produce briefings, reports etc.

Personal Qualities

- Professional personal presentation
- Flexible approach to render help and assistance in other areas when necessary
- Commitment to work as part of a team
- Able to remain calm and composed in stressful situations

Circumstances

- Flexible approach to working the hours demanded of the service including Saturdays, Sundays and Bank holidays as required
- Able to participate in a Saturday rota
- Prepared to be called out at short notice in emergency situations
- Able to work late occasionally (usually without prior notice) to complete certain statutory duties
- Will be required to visit churches, licensed venues and other administrative buildings

Physical

Generally candidates must meet the standard Lewisham requirements for the post

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

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