

Job Description and Person Specification

Registration Officer

A Lambeth to be proud of



Job Title: Registration Officer

Department: Residence and Enabling Services

Grade: SO1

Reports to: Registration Team Leader

Responsible for: N/A

Job Purpose

To carry out the statutory functions of a Registrar of Births, Deaths and Marriages in accordance with the Registration Acts and Registrar General's Regulations so as to ensure the law is upheld in all aspects of registration and to ensure an efficient and customer focused Registration service for the general public.

Post holders may be required to work out of hours, including weekends and Bank Holidays, and will be required to travel throughout the Borough to conduct ceremonies.

Responsibilities

- To act as a registrar, undertaking registration of births, still births and deaths. These include the more complex arrangements for (RGL) death bed marriages and housebound marriages as well as out of hours registrations.
- To undertake preliminaries to marriages and civil partnership, which involves the taking of notices, checking appropriate documentation and the issuing of certificates/schedules authorising marriage/civil partnership to take place.
- To co-ordinate and conduct marriage and civil partnership ceremonies, at the Register Office and Approved Premises.
- To undertake non-statutory registration services including checking Nationality applications; conducting naming ceremonies, renewal of vows ceremonies.
- To undertake Re-registrations, Declarations, Corrections and complex queries on behalf of the General Registry Office GRO as well as clearing divorces that have taken place abroad, ascertaining the ability to marry in this country.
- To be responsible for the certification and issue (including copies) of certificates of births, death and marriages or civil partnerships.
- To promote, co-ordinate and conduct group and private citizenship and nationality ceremonies in accordance with legislative requirements, maximising income from these events.
- To carry out all relevant checking and administration regarding British Citizenship applications.
- To carry out all associated administrative tasks associated with the role, including the use of any relevant IT system or programmes and updating and maintaining relevant spreadsheets
- To ensure the absolute accuracy of all documentation produced and handled as part of all services delivered.

- To take payments, recording and accounting for cash, cheque, credit card and online payments from the public, and arrange the banking of fees,,
- Ensuring compliance with all financial returns involving external partners such as GRO
- To update, maintain and take responsibility to ensure the security of all records and associated documentation or certification at all times.
- To manage confidential stock
- To identify and report potential offences of perjury, forgery, bigamy and fraudulent submissions to the relevant regulators and authorities.
- To Build and manage working relationships with external Stakeholder e.g. Coroner's, Hospitals, Hospices, Crematoriums & Cemeteries (internal), Churches, GRO and other Register Offices.
- To proactively sell and market goods and ceremony space related to all of the services provided by Registrars and attend showcase events and activities to promote the Registration Service, working evenings and weekends as and when required.
- To carry out reception and other front of house services as and when required.
- To deliver a high standard of customer service in dealing with correspondence, telephone enquiries and face to face callers, especially given the sensitivity of the key life events that are managed by the service, relaying and explaining complex information to customers
- To maintain a working knowledge of the regulations, registration handbooks, circulars and instructions.
- To deputise for the Senior Registration Officer in their absence on an ad hoc basis.
- To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
- To support, develop, coach and train colleagues as required
- To work weekend on and off site, often without management supervision
- To assist in collating and organising Quarterly stock returns as required
- To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>	Shortlisting Criteria
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For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.

Key Knowledge	K1	Knowledge, and preferably experience, of the relevant legislation, regulations, processes, systems, procedures,	✓A
	K2	Educated to GCSE/GCE standard or equivalent to include English Language and Mathematics	
Relevant Experience	E1	Experience of dealing directly with the general public in a high profile customer service environment, delivering a high standard of service	✓A
	E2	Experience of dealing with people at all levels in a tactful, diplomatic and confident manner, often in distressing situations	✓A
	E3	Experience of handling confidential information sensitively.	✓A
	E4	Excellent written / verbal communication skills including attention to detail and accuracy with good spelling and neat, legible handwriting	✓A
	E5	Fully proficient working knowledge of Windows & Microsoft packages (including Word, Excel, E-mail and Internet)	

Core Values and Behaviours	<p>Equity</p> <ul style="list-style-type: none"> Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. Ensure fairness and justice is at the heart of my decision making and support to my team and others. Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part Take positive action to ensure everyone in my team has opportunities to learn and grow at work 	
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		<ul style="list-style-type: none"> • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their 	

		<p>performance and behaviours and act quickly when performance is not on track.</p> <ul style="list-style-type: none"> • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	