

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Registration Officer - Sessional	Grade: Scale 6
Section: Culture and Leisure (Registrars and Cemeteries)	Directorate: Environment and Community Services
Responsible to following manager: Quality Assurance Coordinator	Responsible for following staff: Not applicable
Post Number/s:	Last review date: March 2020

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Please note: It is against the law to become a Registrar of births, deaths, civil partnerships, and marriages if you have ever been declared bankrupt. Doctors, funeral directors, midwives, ministers of religion and anyone working in the life assurance industry are not permitted to become a Registrar

Job Purpose

The Registration Service has responsibility for the registration of births deaths, marriage and civil partnership preliminaries, civil marriage and civil partnership registrations, civil partnership conversions, citizenship ceremonies and other celebratory services. It is an expanding service aiming to achieve the highest quality and most cost-effective service in accordance with the Council's policies and statutory requirements.

Specific Duties and Responsibilities

1. To perform marriage and civil partnership ceremonies in accordance with the relevant legislation (The Marriage Act 1949, The Civil Partnership Act 2004, The Immigration Act 2014, The Marriages and Civil Partnerships (Approved Premises) Act 2005).
2. To make accurate and legible register entries in accordance with the law. To ensure the record is checked and signed by all parties, and that certificates produced thereafter are exact transcriptions of the signed entry. To understand the formal procedure for correcting a legal record and ensure this strictly adhered to.
3. To have comprehensive knowledge of the legal impediments to a marriage or civil partnership, the law regarding consent for parties under the age of 18, mental capacity, and forced marriage. To deal with objections to marriage or civil partnership and know when to stop a marriage or civil partnership proceeding and the legal grounds for doing so. To understand the documentary evidence that would be required to substantiate or counter an objection.
4. To be responsible for reporting suspicions of sham marriage or civil partnership to the Home Office.
5. To ensure the legal and administrative preliminaries are met. To prepare the relevant paperwork, register and certificates in advance of attending the ceremony.
6. To conduct a private, pre-ceremony interview with the couple to check the legalities and ensure the accuracy of the record. To discuss the couple's personal ceremony preferences and ensure, where appropriate, these are accommodated.
7. To perform marriage and civil partnership ceremonies, clearly and audibly, in front of large groups. To ensure the solemnity and dignity of the occasion. To ensure that the legally prescribed declarations are made, and the ceremony content is appropriate for a civil ceremony. To use interpreters and witnesses appropriately.

8. To understand the conditions of an approved premises licence and ensure they are met on each occasion of attendance at an outside venue.
9. To be responsible for the presentation, cleanliness and orderliness of the in-house ceremony rooms. To manage music systems effectively. To exercise effective stage management and give direction to the couple and their guests. To be aware of maximum room capacities, Health and Safety issues, and fire evacuation procedures.
10. To welcome new British Citizens to the borough by officiating at group and private citizenship ceremonies as required. To conduct non-statutory ceremonies including baby naming and renewal of vows.
11. To present a positive image of the council at all times; maintaining exceptionally high standards of personal appearance and adhering to the Registration Service's dress code in full. To be visibly identifiable as a member of the Registration Service. To demonstrate the council's values and behaviours, both on council premises and when attending outside venues.
12. To observe security protocols and be responsible for registers, certificate stock and personal data whilst in the office, in transit, and at outside venues.
13. To perform additional duties commensurate with the grade across the Registrars and Cemeteries Section, as required by the service and following full training. This may include, registering births and deaths, taking notices of marriage and civil partnership, providing administrative support including cash handling, and officiating at funerals.
14. To attend training/briefings and technical update sessions to maintain professional standards, as deemed appropriate by management. To regularly refer to the GRO website and handbook and keep abreast of legislative and procedural changes. To complete e-learning on GDPR, Equalities and Diversities, and Fraud Awareness and any fulfil any other training as directed by management.
15. Provide support across the whole service to assist in meeting service delivery and key objectives – not mandatory.
16. Use of IT systems as when required and willingness to attend training where required.
17. To be available to perform duties at least once a month, if offered, as a minimum commitment, during the peak wedding season. To ensure that rostered duties are covered in the event of inability to attend.

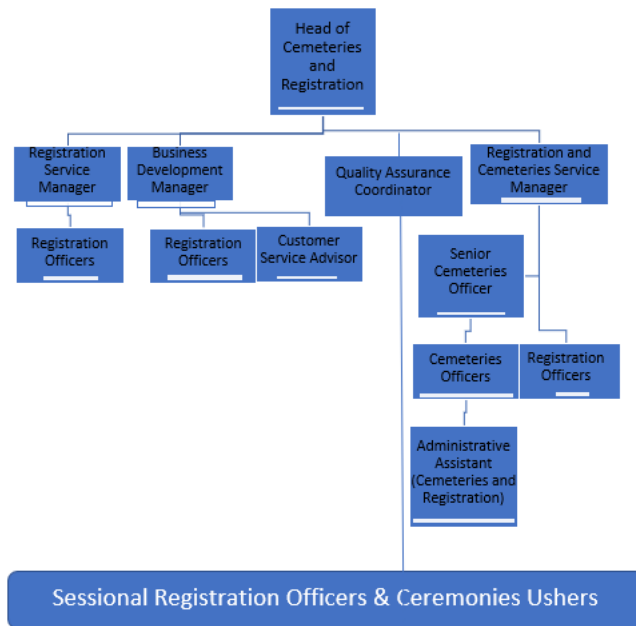
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- The post holder will be required to work evenings, weekends and Bank Holidays.
- The post holder must commit to undertake hours no less than once a month during peak sessional periods in either Richmond or Wandsworth, where work is offered.
- The post holder is responsible for statutory and non-statutory duties.
- The post holder must have very high standards of personal presentation and strictly adhere to the Registration Service's dress code.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of all relevant statutory acts relating to the Registration Service		x	A I
Knowledge of ICT packages and ability to use them effectively	x		A I T
Experience	Essential	Desirable	Assessed
Experience of dealing with a diverse wide range of people, both internal and external, including dealing with people in states of heightened emotion, in a calm and sympathetic manner	x		A I
Ability to understand, interpret and follow legal processes to ensure compliance with Statutory Legislation	x		A I
Skills	Essential	Desirable	Assessed
Ability to undertake registrations and create legal records in strict adherence with statutory legislation		x	A I
Public speaking skills and the ability to conduct ceremonies in front of large groups of people	x		A I T
Clear legible hand writing, accuracy and attention to detail	x		A I T
Excellent written and verbal communication skills	x		A I
Good organisation skills and the ability to work methodically	x		A I
Stage management skills and the ability to give effective and assertive direction	x		A I
Customer care skills and the ability to deliver a highly professional, personal, and seamless service	x		A I
Qualifications	Essential	Desirable	Assessed
N/A			

A – Application form / CV
I – Interview
T – Test
C - Certificate