**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Registration Officer | **Grade**: SO2-PO1 |
| **Section:** Contracts and Leisure (Registrars and Cemeteries) | **Directorate:** Environment and Community Services |
| **Responsible to following manager:**Registration Service Manager and Business Development Manager | **Responsible for following staff:**Not applicable |
| **Post Number/s: RWE1211** | **Last review date: December 2024** |

**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 is responsible for the registration of births and deaths, marriage and civil partnership preliminaries, marriage and civil partnership registrations, 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.

This role involves delivering civil registration services within Richmond and Wandsworth. This includes the registration of births, deaths, and stillbirths; attestation of notices for marriage and civil partnerships; conducting marriage, civil partnership, and citizenship ceremonies; and delivering other celebratory ceremonies. Additionally, it involves performing statutory and discretionary services as instructed by His Majesty’s Passport Office, the General Register Office, the Department of Work and Pensions, and other stakeholders.

**Specific Duties and Responsibilities**

1. Delivers all statutory and non-statutory services provided by the Register Office, including the registration of births, deaths, marriages, and civil partnerships; conducts ceremonies; completes all administration and functions relating to all aspects of the Registration and Citizenship Service.
2. To make notifications of births and deaths to various government departments,

professional organisations, health authority, local authority and various foreign

agencies as directed by the Registrar General.

1. To attest declarations of births, stillbirths and deaths that take place outside the

borough for transmission to other respective Registration Districts.

1. Give advice on birth re-registration, marriage/civil partnership or otherwise and authorise such re-registrations on behalf of the Registrar General. Give advice on marital status/or condition and parental responsibility where appropriate.
2. Investigate the validity of foreign divorce documents to ensure parties to marriage/civil partnership are free to marry/form a civil partnership.
3. Demonstrates comprehensive technical knowledge and operates in strict accordance with the relevant legislation, guidance and direction from the General Register Office.
4. Responsible to the Registration Service Manager, Superintendent Registrar, and Proper Officer for assessing the validity of each ceremony prior to commencement, ultimately deciding if it can proceed. This includes paying particular attention to signs of sham, forced, and predatory marriages.
5. Where there are concerns of sham, forced or predatory marriages, raise and resolve them through the appropriate channels, including referrals to the Forced Marriage Unit, the Metropolitan Police, and the LA Safeguarding Team. Must cooperate with any subsequent legal investigations, which may include standing as a witness in a court of law.
6. Make reports to and give statements to the police and attend court if required in matters of perjury or other fraudulent crimes.
7. Responsible to the Registration Service Manager, Superintendent Registrar and Proper Officer for the officiation of marriage and civil partnership ceremonies where one of parties is terminally ill, and not expected to recover, as well as those where one or both parties are housebound or detained.
8. Serve as the initial contact for registration and citizenship enquiries through email, social media, telephone, and in-person interactions. Handle bookings, provide advice and guidance, manage customer expectations, and coordinate with council departments, government agencies, approved venues, and other stakeholders to ensure optimal outcomes for customers.
9. Responsible to the Business Development Manager for the administration and performance of citizenship and nationality functions within the borough. Support and conduct private and group Citizenship ceremonies, liaise with attending dignitaries such as the Mayor, Deputy Lieutenant (or alternative dignitary presiding), verifying the identity of participants in line with Home Office guidance and responding to customer and stakeholder enquiries.
10. Perform statutory duties such as issuing certificates of crown stock, processing registration notifications, scheduling ceremonies, and managing customer bookings while maintaining records and service standards as directed by the Registrar General.
11. Handle the issuance and reconciliation of statutory and non-statutory payments for goods and services on behalf of the Registrar General.
12. Assist the Business Development Manager and Registration Service Manager with venue licence administration. Supervise casual registration staff at venues to ensure compliance with licensing conditions, addressing, and resolving any issues with the responsible officer on duty.
13. Responsible for collection of fees, cash handling, banking, and certificate accounting, maintaining the security and confidentiality of data, records, certificate stock and documents.
14. Take responsibility for personal development and role requirements by completing necessary training, staying updated with GRO handbooks and guidance, keeping appraised of legislative changes, and engaging in continuous professional development and training.
15. Delivers a high level of professionalism and excellent customer service always dressing professionally and appropriately, in accordance with the service dress code.
16. Undertakes duties at various locations across the Richmond and Wandsworth, including approved venues, religious buildings, offices, hospitals, and community hub service centres. Meets the needs of the service through willingness to embrace change and flexible working patterns.
17. To undertake quarterly returns and ensure timely submission to the Registrar General.
18. The post holder will be personally responsible in law for all duties carried out as Deputy Registrar / Deputy Superintendent Registrar (DSR) when directed by the Head of Cemeteries and Registration Services (Superintendent Registrar) to include officiating ceremonies, checking, and certifying historical entries and any other duties required as a DSR.

**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, handling complaints 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**

* Registration Officers will be expected to work evenings and weekends on a rota basis.
* Registration Officers will be expected to work at various sites across Richmond and Wandsworth
* Responsible for statutory and non-statutory duties
* The post holder must reconcile accounts of certificates issued at the end of each working day.
* The post holder must collect statutory and non-statutory fees for goods and services.

**Progression Criteria**

Progression through the grade is based on the needs of the Councils’ and is not automatic. The need for employees working at the higher grade will be assessed by the relevant manager in conjunction with the Head of Human Resources. If it is established that there is a need, then the post holder will be subject to a full assessment of their ability to work at the higher level.

**Entry Grade**

* Has knowledge of all relevant statutory acts relating to the Registration and Citizenship Service.
* Competent in registrations of birth, deaths, stillbirths, marriages, civil partnerships, including corrections and re-registrations of the same.
* Competent in attesting notices of marriage and civil partnership, including issuing caveats, waivers, Registrar General’s licence, and marriages/civil partnership of housebound and detained persons.
* Ceremonies celebrant (statutory and non-statutory).
* Officiates and support the efficient organisation of citizenship ceremonies at the Town Hall, York House and any venue within the registration district(s) as required.
* Administrative Registration and Citizenship functions – including customer contact, processing, and issuing naturalisation certificates.
* Ceremony organisation and coordination.
* Provides support and guidance to colleagues.
* Ensures accommodation and equipment is well maintained and repaired, orders stationery and registration supplies.
* To assist in marketing the registration service through wedding fairs and any other methods as directed by the Business Development Manager.
* To cover reception duties as and when required to include booking customers in, taking express certificate applications, advising on statutory services, taking payments and reconciling at the end of the day.
* Performs the role of Deputy Registrar and Deputy Superintendent Registrar
* To undertake all other duties commensurate with the grade of the post.

**Progressive Grade**

* Has National Qualification or equivalent industry experience (can fully evidence and demonstrate knowledge through GRO e-learning and technical assessments).
* Undertakes complex birth, death, marriage and civil partnership registrations such as those covered under the Human Fertilisation and Embryology Act, Housebound and Detained and Registrar General Licence (death bed ceremonies)
* Assists with specific project work under the direction of the management team.
* Certifies registrations, prepares quarterly copies, accounts and Home Office returns.
* Assists with venue licencing.
* Performs Nominated Officer duties on a rota basis.
* Performs on call out of hours duties for emergency faith burials issuing burial authorities for faith groups and Registrar General Licence at weekends and on bank holidays.
* Provides specialist support and guidance to colleagues and assists with training and supervision of new and existing staff and piloting new initiatives.
* Cascades legislative and procedural changes to staff, ensuring implementation of service plans in response to legislative changes.
* To provide supervisory support and training to apprentices and temporary members of staff
* To undertake all other duties commensurate with the grade of the post.

**Current team structure**



**Person Specification**

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| **Section:** Contracts and Leisure (Registrars and Cemeteries) | **Directorate:** Environment and Community Services |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **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 Registration packages (Stopford, RON) and Office ICT packages with the ability to use them effectively |  | **X** | **A&I** |
| Knowledge of Registration Law and Procedures within England and Wales |  | **X** | **A&I** |
| **Experience** |
| Ability to understand, interpret and follow legal guidelines and processes to ensure compliance with statutory legislation  | **X** |  | **A&I** |
| Able to demonstrate excellent customer service with experience of working in a busy frontline customer focused organisation | **X** |  | **A&I** |
| Excellent communication skills with the ability to explain complex legislation concisely | **X** |  | **A&I** |
| Experience of prioritising workloads and taking appropriate action | **X** |  | **A&I** |
| Experience of maintaining accurate records and working methodically. | **X** |  |  |
| Experience of liaising with all levels of staff, members of the public and other organisations in a professional manner | **X** |  | **A&I** |
| Able to work flexibly and use own initiative to resolve issues | **X** |  | **A&I** |
| Experience of working effectively within a team to deliver service objectives | **X** |  | **A&I** |
| Able to work weekends, weekday and bank holidays as required. | **X** |  | **A&I** |
| Experience and passion to serve the public, working with a diverse group of people | **X** |  | **A&I** |
| **Skills** |
| Ability to input and maintain accurate records and accounts, managing physical and electronic data in line with statutory legislation to facilitate the creation of legal documents | **X** |  | **A,I & T** |
| Able to listen and respond with empathy, remaining calm under pressure | **X** |  | **A&I** |
| Ability to undertake registrations of births, deaths, marriages, civil partnerships, and all associated functions |  | **X** | **A,I & T** |
| Public speaking and the ability to present confidently to small and large groups | **X** |  | **A,I & T** |
| Clear legible handwriting, accuracy, and attention to detail for the creation of state issued legal documents | **X** |  | **A,I & T** |
| Ability to represent the council and Registration Service positively and professionally, demonstrating high standards of customer service | **X** |  | **A&I** |
| Excellent decision-making skills and an ability to analyse problems to find solutions to complex and sensitive issues | **X** |  | **A&I** |
| Commitment to adhere to the Councils’ Equality Policy | **X** |  | **A&I** |
| Able to assist in projects to improve service delivery and demonstrate knowledge of the principles and process of project management |  | **X** | **A&I** |
| Able to plan and undertake training of new and existing staff on registration law, celebrant duties and office procedures |  | **X** | **A&I** |
| Experience of coaching and delivering training  |  | **X** | **A&I** |
| Able to innovate, assessing options and challenging conventions to seek new ways of doing things |  | **X** | **A&I** |
| **Qualifications** |
| Attained recognised qualification (National Qualification for Registration Officers) or equivalent |  | **X** | **C** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**