

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Registration Officer	Grade: Linked Grade Scale 6 – SO2
Section: Contracts and Leisure (Registrars and Cemeteries)	Directorate: Environment and Community Services
Responsible to following manager: Registration Service Manager	Responsible for following staff: Not applicable
Post Number/s:	Last review date: November 2019

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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.

Job Purpose

The Registration Service has responsibility 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.



Specific Duties and Responsibilities

1. Delivers all statutory and non-statutory services provided by the Registration Service including the registration of births, deaths, marriages and civil partnerships; conducts ceremonies; completes all administration and functions relating to all aspects of the Registration Service.
2. Demonstrates comprehensive technical knowledge, and operates in strict accordance with the relevant legislation, guidance and direction from the General Register Office.
3. Provides active support for all areas of work across the service so that key objectives and deadlines are met in service delivery.
4. Undertakes duties at various locations across the Richmond and Wandsworth boroughs, including approved venues, religious buildings, offices, hospitals and service centres.
5. Undertakes continuous professional development, training and progression, as detailed further under 'Progression Criteria'.
6. Responsible for collection of fees, cash handling, banking and accounting and maintains the security and confidentiality of data, records, certificate stock and documents.
7. Delivers a high level of professionalism and excellent customer service. Dresses professionally and appropriately at all times, in accordance with the service dress code.
8. Meets the needs of the service through willingness to embrace change and flexible working patterns.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- Registration Officers will be expected to work evenings and weekends on a rota basis.
- Responsible for statutory and non-statutory duties
- The post holder has no budget responsibility

Progression Criteria

Progression through the grade is based on the needs of the Council 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.

Scale 6

- Competent in registrations of birth, deaths, stillbirths, marriages, civil partnerships.
- Competent in taking notices of marriage and civil partnership.
- Competent in corrections and re-registrations.
- Ceremonies celebrant (statutory and non-statutory).
- Ceremony organisation and coordination.
- Checks and issues certificates for marriage and civil partnership.
- Certifies registrations, prepares quarterly copies, accounts and clergy returns.
- Acts as Lead Weekend Officer.
- Provides support and guidance to colleagues.



- Acts as Nominated Officer on a rota basis.
- Has completed the council's Basic Word and Excel courses.

Scale SO1

- Has National Qualification or equivalent (can fully evidence and demonstrate knowledge through e-learning and technical assessments).
- Has knowledge of all relevant statutory acts relating to the Registration Service.
- Competent in dealing with complex notices and registrations including caveats, waivers, RG's licences, parental consent, housebound and detained.
- Assists with specific project work under the direction of the management team.
- Provides expert support and guidance to colleagues and assists with one-to-one training and supervision.
- Cascades legislative and procedural changes to staff.
- Assists with technical assessments and quality assurance.
- Has completed the council's Intermediate Word and Excel courses.

Scale SO2

Progression to SO2 is limited to the following roles and denotes additional responsibilities and areas of specialism:

Systems Lead:

- Liaises with IT, the Contact Centre, and external providers in relation to the maintenance and development of online, electronic, and telephony systems.
- Resolves or escalates technical problems and sets up new users.
- Advanced knowledge of the background functions of Stopford and RON
- Assists in implementing new technologies.

Marketing Lead:

- Assists in marketing and promoting the service both internally and externally.
- Researches new opportunities and income streams.
- Assists in organising Open Days and promotional events.
- Maintains and develops webpages and online presence; uses social media and online survey programs to collate customer feedback.

Logistics Lead:

- Ensures accommodation and equipment is well maintained and repaired; orders stationery and supplies.

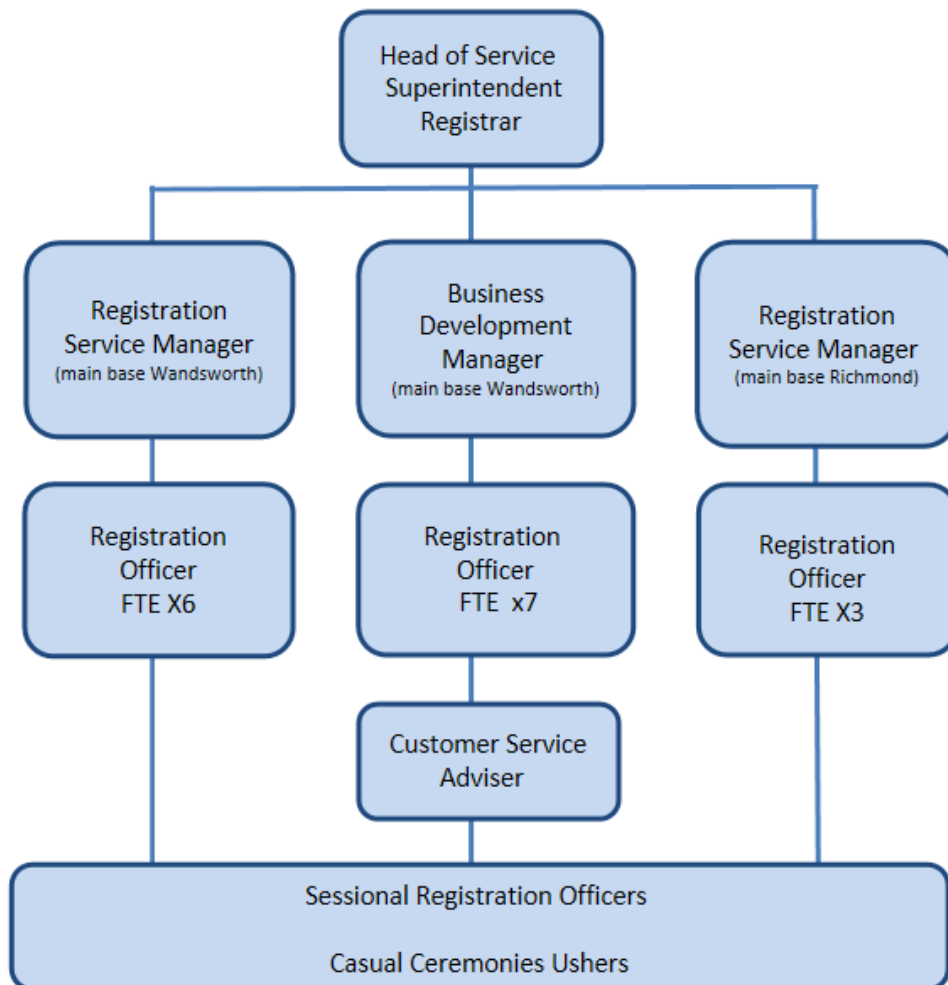


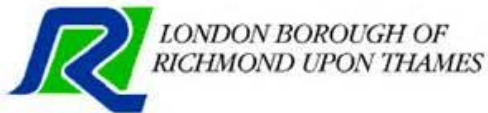
- Assists in managing office logistics including rotas, diaries, business continuity planning, and Health and Safety provisions.
- Responsible for managing physical records, publications and secure stock, ensuring that statutory retention times are observed, and paperwork is securely destroyed in a timely manner.

Training Lead:

- Identifies staff training needs and carries out group and one-to-one training.
- Carries out an annual program of technical assessments.
- Provides quality assurance and checks that statutory functions are fully completed, and legislation adhered to.
- Qualified Assessor for the National Qualification or equivalent.

Current team structure





Person Specification

Job Title: Registration Officer	Grade: Linked Grade SC6 – SO2
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: Not applicable
Post Number/s:	Last review date: November 2019

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge of all relevant statutory acts relating to the Registration Service	A,I & T
Knowledge of ICT packages and ability to use them effectively	A&I



Experience	
Ability to understand, interpret and follow legal guidelines and processes to ensure compliance with statutory legislation	A&I
Experience of communicating with a wide and diverse range of people; both internal and external customers, including dealing with people in distress, in a sympathetic manner	A&I
Experience of prioritising workloads and taking appropriate action	A&I
Skills	
Ability to maintain accurate records and accounts, and manage physical and electronic data in line with statutory legislation	A&I
Ability to undertake registrations of births, deaths, marriages, civil partnerships and all associated functions	A&I
Ability to organise and conduct ceremonies	A&I
Clear legible hand writing, accuracy and attention to detail	A&I
Ability to represent the council and Registration Service positively and professionally, and demonstrate high standards of customer service	A&I
Qualifications	
Relevant ICT qualifications	A&I

A – Application form

I – Interview

T – Test

C – Certificate