

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PE	Role Title	Registration Support Officer
Grade	PS6	Reports to (role title)	Area Manager (Superintendent Registrar or Additional Superintendent Registrar)
		Directorate	Children Families and Learning
JE Band	192-227	Service	Registration and Nationality Service
		Team	Registration of Births, Deaths, Marriages & Civil Partnerships Service
		Date Role Profile was created	Dec-16

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To help meet the needs of the public attending the register office by providing information, issuing certificates, registering births, deaths, marriages & civil partnerships. To provide day to day support to the Registrars and Superintendent Registrar. Will be required to deputise for the Registrar and undertake statutory duties to register births, deaths and marriages and to register civil partnerships as a partnership registrar. The role holder will be responsible for the correct completion and issuing of approximately 4,000 certificates per year, while providing accurate information on technical and statutory requirements in response to public enquires. They will assist the Superintendent Registrar in the day to day accounting procedure for the District, including verifying certificates issued against payment received, They will also co-ordinate marriage enquiries, specifically provisional bookings and issue authorities for marriages to take place according to statute.
------------------------------------	---

Work Context	The Registration Service is part of Legal, Democratic and Cultural Services and sits within the Cultural Services (Libraries, Democratic Services, Heritage, Arts and Community Learning & Skills). Each division has its own management team. In the Registration service the management team is legally divided between the Proper Officer who is overall responsible for the delivery of the services and a Superintendent Registrar responsible for compliance with GRO requirements and hence the delivery of the statutory service. The Proper Officer has nominated a Registration and Nationality Service Manager to represent the County as the Proper Officer's Representative and to take overall responsibility for the day-to-day running of the service. In addition to the Superintendent Registrar the management team consist of a number of Area Managers, Service Support Manager and Citizenship Officer. The latter are responsible for non-statutory services. As the role of the Registration Support Officer encompasses a variety of registration work the post holder will be expected to provide a full administrative service ensuring the smooth running of the Register Office
Line management responsibility if applicable	N/a
Budget responsibility if applicable	Banking of registrar's money when acting as Registrar.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Support the ongoing delivery of the service in line with agreed standards and performance measures. • Raise awareness of the service by assisting with relevant public relations activities. • Contribute to the ongoing improvement of systems and practices relevant to the service area. Planning & Organising • Assist in development and project work, working with other staff to provide information and feedback. Analysis, Reporting & Documentation • Maintain specialist archives or records relevant to the service area including supporting members of the public to access relevant services. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. Finance/Resource Management • May provide or support the management and delivery of chargeable services. Work with others • Build effective relationships internally, externally and with members of the public to ensure high levels of customer service. • Provide advice and guidance to members of the public on specialist services, referring serious issues as necessary. People Management • May oversee and guide more junior staff sharing expertise and knowledge within the team.

	Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of the service area. • General knowledge of and interest in the specialist area including, where relevant, basic awareness of relevant legislation. • Good IT skills able to use databases to a high standard of accuracy. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues. • Effective written and oral communication and interpersonal skills. • Experience of providing high levels of customer care and professionalism to members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Experience of working with people at all levels • Experience of working in a busy front-line office environment and dealing directly with the public • Excellent Client relationship skills • The ability to work under pressure and meet agreed deadlines • A methodical approach to information gathering, recording and reporting • Clean driving licence and own car to attend at Venues licensed in the County for Civil Ceremonies.
Role Summary	Roles at this level provide a practical or advisory service within a specialist service area to members of the public in line with agreed standards. Role holders are able to process information using appropriate knowledge of the specialist service area, processes and best practice to apply factual guidance and advice. They will need to be able to work independently, as well as part of a team and set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.