

Revenues Benefits and Transactional Centre

Registration Officer/Business Manager

Job Description and Person Specification

Job Description

Job Title:	Registration Officer/Business Manager
Department:	Revenues Benefits and Transactional Centre
Function:	Registration & Celebratory Services
Team:	Registrars
Post number:	LS2016
Grade:	LBR07/08
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52.14 weeks
Base location:	Redbridge Register Office, Queen Victoria House, 794 Cranbrook Road Barkingside IG6 1JS- move planned to the Town Hall in Ilford from October 2017.
Reports to: <i>Job title</i>	Head of Registration & Celebratory Services
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	To organise the General Office facility of the Register Office including arranging staff rotas, ordering of goods, maintaining records of leave and sickness and other related functions To assist in the full range of duties relating to the registration of births, deaths, marriages and stillbirths within the Borough To deliver the Nationality Checking Service and assist with citizenship duties To contribute positively to the modernisation of the Registration & celebratory Service in Redbridge by supporting the introduction of new services and functions To work flexibly as part of a team
Key external contacts: <i>Organisations</i>	General Register Office Her Majesty's Coroner Hospitals General Medical Practitioners Home Office Havering Registration District
Key internal contacts: <i>Job titles or groups of staff</i>	Register Office Staff Agresso Team
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Secure issue of approx 50 birth, death and marriage certificates per week
Key areas for decision making:	Organisational Legal/Statutory
Other considerations: <i>E.g. working patterns</i>	Weekend working is a necessity due to the nature of the job

Key accountabilities and result areas:	Key elements:
Support to Superintendent Registrar	<p>This will involve:</p> <ul style="list-style-type: none"> Organising all staff rotas including daily rota, weekend office working rotas and rota for emergency burial disposals in such a way as to maximise efficiency and minimise staffing costs Together with the Superintendent Registrar, ensuring that all Approved Premises and Registered Building marriages are delegated to officers of the correct seniority and attended together with putting in place contingency plans in cases of unexpected sickness or accident Maintaining sickness absence records Issuing annual leave cards and recording leave Requisitioning goods and stationery on Agresso in such a way as to ensure continuity of essential supplies for registration officers Reconciling payments to bank and expenditure receipts on Agresso system Taking minutes of team meetings Acting in a supervisory capacity (usually within a team of three) in the General Office for the purposes of issue of statutory certificates, dealing with public enquiries and supporting senior registration officers in all reasonable requests On a daily basis, reconciling monies taken for certificate issue on behalf of the Superintendent Registrar (about £100 per day) at close of business Ensuring displays of information and literature in public waiting areas (including official notice boards) are legally correct, attractive, appropriate and up to date Updating the Procedures Manual for the use of General Office staff Updating reference manuals held in the General Office including Registrars' Handbooks and Official Lists Training General Office staff Maintaining training records for all staff Maintaining and making available as necessary office records such as Asbestos Register Ensuring staff information on the shared drive is up to date with obsolete items deleted
Statutory duties as Deputy Registrar of Births , Deaths and Marriages	<p>This will involve:</p> <ul style="list-style-type: none"> Deputising for Registering Officers as necessary in their absence Registering births, deaths and stillbirths in a legally correct, timely, professional and efficient manner Having working knowledge of the Registration Service Acts and other applicable legislation and the ability to apply this knowledge including taking guidance from senior officers where necessary Liaising with and understanding the working requirements of the General Register Office Registering marriages throughout the Council's area both at the Register Office and in Approved Premises away from the office together with a senior officer Attending marriages in Registered Buildings alone in order to register the marriage with no immediate recourse to supervision from senior officers Working flexibly as part of a team including at weekends and on Bank Holidays as required on a rota system in order to honour bookings for marriages and issue urgent burial disposals

To deliver the Nationality Checking Service	This will involve: Become a recognised practitioner of the Office of the Immigration Services Commissioner Deliver Nationality Checking Service Liaising with and understanding the working requirements of the Home Office Assist with organisation of Citizenship Ceremonies when required
To contribute positively to the modernisation agenda	This will involve: Understanding the necessity for flexible working to maximise the various attributes of different members of the Register Office team while delivering an excellent standard of customer service and appreciating financial restraints that may from time to time be necessary
	This will involve:
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General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Registration Officer/Business Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	A good standard of education including GCSE Level passes grade 'C' or above in Mathematics and English	A	3
Minimum experience/ knowledge/ skills:	Experience of working in a registration setting	A- I	3
	Neat and legible handwriting	I - T	3
	Working knowledge of MS-Office or similar systems	A-I-T	3
	Good knowledge of legislation and legal requirements that govern the registration of births, deaths and marriages	A-I	3
	Ability to use the RON (Registration on Line) registration system to a good standard.	A-I	3
Minimum competencies: Customer focus	Has ability to deal with people showing a range of emotional behaviours and in a variety of circumstances (bereaved relatives, nervous couples at a marriage)	I	3
	Shows consideration, concern and respect for feelings and opinions of others	A-I	2
	Achieves customer service standards, reporting occasional exceptions to supervisor	A-I	2
	Ability to work in a demanding environment	A- I	3
Communicating and influencing	Communicates orally in a one-to-one situation in a manner which is clear, concise and fluent	I	3
Building relationships, working together and in partnership	Co-operates and works well with others in the pursuit of team goals, sharing information and supporting others	A-I	3
	Promotes and gives a positive image of the Council and own service	I	2
Respecting & implementing diversity	Is constantly mindful of equality and diversity issues in providing services to a multicultural community seeking to avoid unwitting discrimination	A-I	3

Planning, organising & achieving results	Works to the professional and technical standards required by the job and within the Council's framework of policy and practice Has the necessary experience to undertake the job effectively or shows good progress in gaining it in a planned way	A-I-T A-I	3 2
Embracing change	Is able to adjust to new work demands and circumstances, adaptable and receptive to new ideas	I	2
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people			
Special conditions:	Statutory officers are civilly responsible for their own acts and omissions. A list of penalties applicable for failures of duty (which may include imprisonment) is appended to this document Ability to travel throughout the Council's area in order to register marriages at buildings elsewhere than the Register Office Postholder must be able to work at weekends and Bank Holidays on a rotational basis as required to cover ceremonies and other appointments with customers. Postholder must be prepared to work on a rota basis on Sundays and Bank Holidays to cover emergency call out.		
Signature of Employee:	Name:	Date:	

Appendix B: Statutory Offences

General

1. Registration officers are personally responsible for the proper performance of their duties under the Registration Acts (namely the Births and Deaths Registration Act 1953, the Marriage Act 1949 and the Registration Service Act 1953).
2. Details of offences under the provisions of those Acts, and associated legislation, are given in the following table.

Legislation	Offence
<i>Surrender of official papers on vacating office</i>	
Registration Service Act 1953, s15	When an officer ceases to hold office he is required to hand over all keys, books and documents in his possession as holder of the office to his successor.
<i>Offences in connection with registration of births and deaths</i>	
<u>Registration officers</u>	
Births and Deaths Registration Act 1953, s21	Any officer who registers a death, or causes a death to be registered, other than as provided for by that section, is liable on summary conviction to a fine.
Births and Deaths Registration Act 1953, s35(a)	Any officer who refuses or without reasonable cause omits to register any birth or death which it is his duty to register, or any particulars required to be registered regarding such a birth or death, is liable on summary conviction to a fine.
Births and Deaths Registration Act 1953, s35(b)	An officer having custody of a register of births or deaths carelessly loses or injures the register or allows it to be injured is liable on summary conviction to a fine.
Population (Statistics) Act 1938, s4(2)	Any officer who discloses, except so far as may be necessary for his duties under the Act, any information obtained for the purposes of the Act is liable on summary conviction or on conviction on indictment to a fine and/or imprisonment.
<u>Other persons</u>	
Births and Deaths Registration Act 1953, s36	A person commits an offence – (a) if, being required by or under this Act to give information concerning any birth or death or any dead body, he wilfully refuses to answer any question put to him by the registrar relating to the particulars required to be registered concerning the birth or death, or except as provided in this Act, fails to comply with any requirement of the registrar made under the Act; (b) if he refuses or fails without reasonable excuse to give, deliver or send any certificate which he is required by this Act to give, deliver or send; (c) if, being a parent and save as provided in this Act, he fails to give information concerning the birth of his child as required by this Act; (d) if, being a parent of a legitimated person, he fails to comply with any requirement of the Registrar General made under or by virtue of section fourteen

	<p>of this Act; or</p> <p>(e) if, being a person upon whom a duty to give information concerning a death is imposed by paragraph (a) of subsection (3) of section sixteen or seventeen of this Act, he fails to give that information and that information is not given;</p> <p>and is liable on summary conviction to a fine.</p>
Births and Deaths Registration Act 1953, s37	If any person falsifies any certificate, declaration or order under this Act, or knowingly uses, or gives or sends to any person, as genuine any false certificate, declaration or order for the purposes of this Act, is liable on summary conviction to a fine.
Perjury Act 1911, s4	<p>If any person –</p> <p>(a) wilfully makes any false answer to any question put to him by any registrar of births or deaths relating to the particulars required to be registered concerning any birth or death, or, wilfully gives to any such registrar any false information concerning any birth or death or the cause of any death; or</p> <p>(b) wilfully makes any false certificate or declaration under or for the purposes of any Act relating to the registration of births or deaths, or, knowing any such certificate or declaration to be false, uses the same as true or gives or sends the same as true to any person; or</p> <p>(c) wilfully makes, gives or uses any false statement or declaration as to a child born alive as having been born still-born, or as to the body of a deceased person or a still-born child in any coffin, or falsely pretends that any child born alive was still-born; or</p> <p>(d) makes any false statement with intent to have the same inserted in any register of births or deaths;</p> <p>he is liable on summary conviction to a fine or on conviction on indictment to imprisonment or a fine.</p>
Population (Statistics) Act 1938, s4	<p>If any person –</p> <p>(a) refuses or neglects to furnish in accordance with this Act any information which he is required under the Act; or</p> <p>(b) in giving such information makes any statement which he knows to be false;</p> <p>he is liable on summary conviction to a fine.</p>

<i>Offences in connection with marriages</i>	
<u>Registration officers</u>	
Marriage Act 1949, s75	<p>A superintendent registrar who knowingly and wilfully–</p> <p>(a) solemnizes a marriage in any place other than the superintendent registrar's office, approved premises or person's residence specified in the notices of marriage and certificates;</p> <p>(b) solemnizes a marriage purporting to be in approved premises that are not approved premises;</p> <p>(c) solemnizes a marriage of a person who is house-</p>

	<p>bound or is a detained person in the absence of a registrar of the district in which place where the marriage is solemnized is situated;</p> <p>(d) solemnizes a marriage in a superintendent registrar's office in the absence of a registrar of the district in which the office is situated;</p> <p>(e) solemnizes a marriage on approved premises in the absence of a registrar of the district in which the premises are situated;</p> <p>(f) solemnizes a marriage before the expiry of the waiting period in relation to each notice of marriage;</p> <p>(g) solemnizes a marriage after the expiration of the period which is in relation to that marriage, the applicable period for the purpose of section 33 of the Marriage Act 1949;</p> <p>(h) issues any certificate for marriage before the expiration of 28 days from the day on which the notice of marriage was entered in the marriage notice book;</p> <p>(i) issues any certificate for marriage after the expiration of the period which is, in relation to that marriage, the applicable period for the purposes of section 33 of the Marriage Act 1949;</p> <p>(j) issues any certificate the issue of which has been forbidden under section 30 of the Marriage Act 1949 by any person entitled to forbid the issue of such a certificate;</p> <p>(k) solemnizes or permits to be solemnized in his office or at an approved premises, or in the case of a marriage of a house-bound or detained person, in any other place any marriage which is void by virtue of any of the provisions of Part III of the Marriage Act 1949;</p> <p>is liable to imprisonment.</p>
<p>Marriage (Registrar General's Licence) Act 1970, s16</p>	<p>A superintendent registrar is guilty of an offence if he knowingly and wilfully –</p> <p>(a) solemnizes a marriage by Registrar General's licence in any place other than the place specified in the licence;</p> <p>(b) solemnizes a marriage by Registrar General's licence without the presence of a registrar;</p> <p>(c) solemnizes a marriage by Registrar General's licence after the expiration of one month from the date of entry of the notice in the marriage notice book;</p> <p>(d) solemnizes or permits to be solemnized in his presence any marriage by Registrar General's licence which is void by virtue of Part III of the Marriage Act 1949 as amended by the Marriage (Registrar General's Licence) Act 1970;</p> <p>is liable to a fine and/or imprisonment.</p>
<p>Marriage Act 1949, s76</p>	<p>A registrar commits an offence if –</p> <p>(a) he refuses or without reasonable cause omits to register any marriage which he is required to register;</p> <p>(b) he carelessly loses, injures or allows to be injured any marriage register in his custody;</p> <p>(c) he fails to make and deliver to the superintendent</p>

	<p>registrar at the proper time, certified copies of any entries made in a marriage register book kept by him or a certificate that no entries have been made therein since the date of the last certified copy; or</p> <p>(d) he knowingly or wilfully registers a marriage which is void by virtue of any of the provisions of Part III of the Marriage Act 1949;</p> <p>and is liable to a fine in respect of (a)-(c) and, in respect of (d), imprisonment.</p>
Marriage (Registrar General's Licence) Act 1970, s16(2)	A registrar is guilty of an offence if he knowingly or wilfully registers a marriage by Registrar General's licence which is void by virtue of Part III of the Marriage Act 1949 as amended by the Marriage (Registrar General's Licence) Act 1970, and is liable to a fine and/or imprisonment.
<u>Other persons</u>	
Marriage Act 1949, s75(1)	<p>Any person who knowingly and wilfully –</p> <p>(a) solemnizes a marriage according to the rites of the Church of England without banns of matrimony having been duly published (not being a marriage solemnized on the authority of a special licence, a common licence or certificates of a superintendent registrar);</p> <p>(b) solemnizes a marriage according to the said rites (not being a marriage by special licence or a marriage in pursuance of section 26(1)(dd) of this Act) in any place other than a church or other building in which banns may be published;</p> <p>(c) solemnizes a marriage according to the said rites falsely pretending to be in Holy Orders;</p> <p>is guilty of felony and liable to imprisonment.</p>
Marriage Act 1949, s75(2)	<p>Any person who knowingly and wilfully –</p> <p>(a) solemnizes a marriage (not being a marriage by special licence, a marriage according to the usages of the Society of Friends or a marriage between two persons professing the Jewish religion according to the usages of the Jews) in any place other than-</p> <p>(i) a church or other building in which marriages may be solemnized according to the rites of the Church of England, or</p> <p>(ii) the registered building, office, approved premises or person's residence specified as the place where the marriage was to be solemnized in the notices of marriage and certificates required under Part III of this Act;</p> <p>(b) solemnizes a marriage purporting to be in pursuance of section 26(1)(bb) of this Act on premises that are not approved premises;</p> <p>(c) solemnizes a marriage in any such registered building as aforesaid (not being a marriage in the presence of an authorised person) in the absence of a registrar of the district in which the registered building is situated;</p> <p>(d) solemnizes a marriage in pursuance of section 26(1)(dd) of this Act, otherwise than according to the rites of the Church of England, in the absence of</p>

	<p>a registrar of the registration district in which the place where the marriage is solemnized is situated;</p> <p>(e) solemnizes a marriage in the office of a superintendent registrar in the absence of a registrar of the district in which the office is situated;</p> <p>(f) solemnizes a marriage on approved premises in pursuance of section 26(1)(bb) of this Act in the absence of a registrar of the district in which the premises are situated; and</p> <p>(g) solemnizes a marriage on the authority of certificates of a superintendent registrar before the expiry of the waiting period in relation to each notice of marriage; or</p> <p>(h) solemnizes a marriage on the authority of certificates of a superintendent registrar after the expiration of the period which is, in relation to that marriage, the applicable period for the purposes of section 33 of this Act;</p> <p>is guilty of felony and liable to imprisonment.</p>
Marriage Act 1949, s76	<p>Any person who –</p> <p>(a) refuses or without reasonable cause omits to register any marriage which he is required to register; or</p> <p>(b) carelessly loses, injures or allows to be injured any marriage register in his custody; or</p> <p>(c) fails to make and deliver to the superintendent registrar at the proper time, certified copies of any entries made in a marriage register book kept by him or a certificate that no entries have been made therein since the date of the last certified copy;</p> <p>is liable on summary conviction to a fine.</p>
Marriage (Registrar General's Licence) Act 1970, s16	<p>Any person who –</p> <p>(a) solemnizes a marriage by Registrar General's licence in any place other than the place specified in the licence;</p> <p>(b) solemnizes a marriage by Registrar General's licence (not being a marriage according to the usages of the Society of Friends or a marriage between two persons professing the Jewish religion according to the usages of the Jews) without the presence of a registrar;</p> <p>(c) solemnizes a marriage by Registrar General's licence after the expiration of one month from the date of entry of the notice of marriage in the marriage notice book;</p> <p>(d) for the purpose of a marriage by Registrar General's licence gives false information by way of evidence as required by section 3 of the Marriage (Registrar General's Licence) Act 1970 or who gives a false certificate as provided for in section 3(1)(d) of that Act;</p> <p>is liable to a fine.</p>
<i>Offences in connection with registration documents</i>	
Forgery and Counterfeiting Act 1981, ss1-4, applicable to entries of births, still-births, deaths, adoptions and marriages and other registration	<p>A person –</p> <p>(a) who makes, copies or uses a false instrument with the intention of he or another shall use it to induce</p>

documents	<p>somebody to accept it as genuine, and by reason of so accepting it to do or not to do some act to his own or any other person's prejudice,</p> <p>(b) who possesses the following documents which a person knows or believes to be false, with the intention that he or another shall use them to induce somebody to accept them as genuine, and by reason of so accepting them to do or not to do some act to his own or any other person's prejudice</p> <p>-</p> <p>(i) certified copies relating to an entry in a register of births, adoptions, marriages or deaths an disused by the Registrar General, a registration officer or a person lawfully authorised to register marriages; and</p> <p>(ii) short certificates of birth and adoption,</p> <p>is liable on summary conviction to a fine and/or imprisonment or on conviction on indictment to imprisonment.</p>
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