

Benefits and Financial Resilience

Registrar of Births, Deaths and Marriages / Deputy Superintendent Registrar

Job Description and Person Specification

Job Description

Job Title:	Registrar of Births, Deaths and Marriages / Deputy Superintendent Registrar
Service Area:	Revenues Benefits & Customer Services
Function:	Registration & Celebratory Services
Team:	Registration Service for Births, Deaths, Marriages, Civil Partnerships and Citizenship Ceremonies
Post number:	LS2018
Grade:	LBR10 - £43,680 - £45,750
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Redbridge Register Office Redbridge Town Hall, 128-142 High Road, Ilford, IG1 1DD
Reports to: <i>Job title</i>	Head of Registration Services / Superintendent Registrar
Responsible for: <i>Job titles of direct reports</i>	<ul style="list-style-type: none"> No direct line management but will be responsible for the supervision, training and guidance of staff and deputise for the Superintendent Registrar in their absences
Role purpose and role dimensions: <i>Overview of the job</i>	<ul style="list-style-type: none"> To be responsible for the Statutory role as Registrar of Births Deaths and Marriages. To register births, deaths, marriages, civil partnerships, and stillbirths occurring within the Borough To assist in the full range of duties relating to preliminaries to marriage and civil partnerships, solemnisation of marriages and formation of civil partnerships including officiating ceremonies, and citizenship ceremonies 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 To have comprehensive knowledge of all relevant legislation and to apply this within a customer service context, completing all associated administration, including the accurate recording of all income received against certificates issued and services provided. To complete additional registration duties as specified by the Registrar General including but not limited to attesting and registering declarations; sending requisitions to encourage timely registrations; passing registration information to relevant authorities where there is a legal gateway provision, or requirement to do so. To adhere to all corporate policies and procedures, including health and safety, data protection and freedom of information where applicable. The post holder must always be smart and presentable and agree to wear a uniform if required.

<p>Key external contacts: <i>Organisations</i></p>	<ul style="list-style-type: none"> • General Register Office • Home Office • HM Passport Office • UKVI • Medical Examiner • Her Majesty's Coroner • Hospitals • General Medical Practitioners • Clergy • Authorised Persons for Registered Religious Buildings • NHS Administrators • Local Safeguarding Children Board • Metropolitan Police • Havering Registration Services • DWP • Managers of venues approved or registered for marriages/civil partnerships
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<ul style="list-style-type: none"> • Register Office staff • Adult Social Services • Children's Services and Public Health
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • Secure issue of birth, death, marriage, civil partnership and citizenship certificates • To receive payments for services and to maintain and take responsibility for accurate records of income
<p>Key areas for decision making:</p>	<ul style="list-style-type: none"> • Legal/Statutory
<p>Other considerations: <i>E.g. working patterns</i></p>	<ul style="list-style-type: none"> • Office / Venue based role. • Weekend and occasional evening working is a necessity due to the nature of the job. • To be available at any time on a fair rota basis with colleagues in the rare instance that a statutory registration activity – for example, registration under Registrar General's Licence, or Special Licence for Civil Partnership to Marriage Conversions – where it cannot be otherwise covered during normal working hours.

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
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<p>Statutory duties as Registrar of Births, Deaths and Marriages</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible in ensuring all registrations are completed according to statute • Registering births, deaths, marriages, civil partnerships, and stillbirths in a legally correct, timely, professional, and efficient manner • Sole responsibility of the certificate stock, accounting and issuing • Triage documentation from Medical Professionals • Have working knowledge of the Registration Service Acts and other applicable legislation and the confidence to interpret and apply this knowledge including in stressful or difficult circumstances (e.g., informing a bereaved family that a funeral cannot proceed as expected because legislative requirements for the registration have not been met) • Advising customers and staff on all registration matters, including re-registrations, corrections, marital status or condition, parental responsibility and immigration status. • To refer cases to the Registrar General or, where the law permits it, to authorise re-registrations and corrections on behalf of the Registrar General • Liaising with and understanding the working requirements of the General Register Office • Studying handbooks, circulars and instructions and attending training courses to ensure knowledge is up to date and relevant. • Create, present and implement training sessions for new and experienced staff. • Mentor, guide and lead staff with new legislations of registration • Represent Redbridge Registration Service as the Fraud Champion, alongside other registration boroughs and activity take part in meetings and report observations and trends to the team
<p>Statutory duties as Deputy Superintendent Registrar for Marriages and Civil Partnerships</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Assisting the Superintendent Registrar by undertaking the statutory duties of Deputy Superintendent Registrar for all ceremony functions • Deputising in the absence of the Superintendent Registrar, with Council matters and meetings • Act as an Authorised Person for the purpose of taking notices of civil partnership and as a Civil Partnership Registrar for the purpose of formation of civil partnerships • Understand the requirements of the relevant Marriage and Civil Partnership Acts • Apply this knowledge to decide whether couples have the legal capacity to marry or form a civil partnership • Have the confidence to interpret the legislation, including under difficult or stressful circumstances (e.g., stopping a ceremony when the couple and guests are already assembled) • Undertake preliminaries to marriage and civil partnership • To display publicity for upcoming marriages and civil partnerships in line with statutory legal requirements. To provide in depth explanations about statutory requirements and processes to customers. To forward relevant documentation to the Registrar General, Home Office or other register offices, following guidelines laid down by law. To issue schedules for marriages and civil partnerships. • To ensure that all marriages, civil partnerships and conversions into marriage are valid and to scrutinise and prepare all required documentation prior to marriages, civil partnership and civil partnership to marriage conversions • Conduct ceremonies both within the Register Office and at outside venues • Work flexibly as part of a team including at weekends and on Bank Holidays as required on a rota system order to honour bookings for marriages and civil partnerships and issue documents for 'timely' funerals
<p>To deliver citizenship services</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Conducting group and private Citizenship Ceremonies • Assisting with coordinating, administration and emails

<p>To contribute positively to the modernisation agenda</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Understand the necessity for flexible working to maximise the various attributes of different members of the team while delivering an excellent standard of customer service and appreciating financial restraints • Willingness to attend and participate actively in team meetings and initiatives • Having a personal responsibility to keep up to date with relevant and changing statutory requirements initiated by the Registrar General and other relevant Government Departments, seeking advice and guidance if required • Working as a member of the General Office team when requested
<p>Non-statutory duties</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Performing celebratory ceremonies, Naming and Renewal of Vows, at the Registration Office and Approved Venues within the borough
<p>General accountabilities and responsibilities</p>	
<p>Green Statement</p>	<p>This will involve:</p> <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. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
<p>Data Protection/Confidentiality</p>	<p>This will involve:</p> <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.
<p>Conduct and Whistleblowing</p>	<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.
<p>Safer Working</p>	<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 may be taken up prior to interview.
<p>Equalities</p>	<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.
<p>Customer Care</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety	This will involve: <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	This will involve: <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	This will involve: <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 the grading level and competence.

Person Specification

Job Title:	Registrar of Briths, Deaths and Marriages & Deputy Superintendent Registrar		
Method of candidate assessment: <i>A = Application form I = Interview T = Test.</i> Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> GCSE Level or Equivalent in Mathematics and English 	A	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> Must demonstrate sufficient relevant experience to undertake the duties of the post effectively Competent using RON and IT confident Good working knowledge of Legislation that governs the registration of births, deaths, stillbirths and marriages Legible and neat handwriting 	AI AI AI T	3 3 3 3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> Has ability to deal with people showing a range of emotional behaviours and in a variety of circumstances (bereaved relatives, couples elated when marrying) and to always behave appropriately and sensitively Shows consideration, concern and respect for the feelings of others Is a good listener and able to empathise with others Listens to needs and views of a wide range of customers, including difficult customers, accurately summarising and checking for understanding Manages own stress, remaining objective and stable in stressful or pressured situations 	AI AI AI AI AI	3 3 3 3 3

Communicating and influencing	<ul style="list-style-type: none"> Communicates verbally with individuals and large groups in a manner which is clear, fluent and concise and commands attention, confidently dealing with questions or challenges Able to conduct / officiate ceremonies confidently Always maintains professional appearance and manner 	AI AI I	3 3 3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> Co-operates and works well with others in pursuit of team goals Always promotes a positive image of the Council 	AI AI	3 3
Respecting & implementing diversity	<ul style="list-style-type: none"> Is constantly mindful of equality and diversity issues in providing services to a multicultural community seeking to avoid unwitting discrimination 	AI	3
Planning, organising & achieving results	<ul style="list-style-type: none"> Knowledge of legislative requirements of appropriate Acts Awareness of need to work closely with regulatory bodies (e.g., General Register Office, Home Office etc) and to observe their working protocols Ability to organise and prioritise own work Displays high level of commitment in achieving required goals and objectives Takes responsibility for own development actively pursuing learning and development opportunities 	AI AI AI AI AI	3 3 3 3 3
Embracing change	<ul style="list-style-type: none"> Responds positively to developments and change within own job area 	AI	3
Special conditions:	<ul style="list-style-type: none"> Statutory Officers are civilly responsible for their own acts and omissions. Ability to travel throughout the Council's area to officiate as celebrant at various venues 	I I	3 3
Signature of Employee:	Name:	Date:	

