



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Registrar Births, Deaths, Marriages & Civil Partnerships and Deputy Superintendent Registrar
GRADE:	Scale 6
POST NO:	17646
JOB TIER:	5
DBS CHECK:	Standard
GROUP:	Chief Executive Office
SERVICE:	Democratic Services

REPORTING STRUCTURE

Reports to: Manager	Deputy Electoral and Registration Services
Direct Reports:	None

ROLE PURPOSE:

As a part of the Elections and Registration Service, to register Births, Deaths, Still-births occurring in the Hillingdon Registration District, register Marriages and Civil Partnerships, to act as Deputy Superintendent Registrar, taking notices of Marriage and Civil Partnership, to conduct ceremonies within the Registration Service in accordance with relevant legislation, core principles, key aims and Council objectives.

In order to deliver an excellent responsive service the work will involve working unsociable hours, weekends, evenings etc

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Resident & Community Contribution

- To represent the Council through the provision of a front line service that enhances the Council's reputation, performance and image.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To provide expert advice, including regulatory advice, both internally and externally, on all registration issues, in compliance with statutory requirements and best practice by keeping abreast of changes and developments in relevant legislation.

3. Operational Service Delivery

- within the Register Office duties will involve conducting a variety of tasks relating to the following (not exclusive):
 - to register births, deaths and still-births within the Hillingdon registration district in accordance with the requirements of various Registration Acts and Statutory Instruments.
 - conduct and register marriage and civil partnership ceremonies in accordance with statutory requirements and local quality standards at the Register Office, approved venues and religious buildings.
 - To work ad hoc Saturdays undertaking birth and Notice appointments and conducting ceremonies in the Register Office.
 - To take notices of marriage and civil partnership as a Deputy Superintendent Registrar.
 - the conduct of British Citizenship ceremonies
 - the conduct of non-statutory civil ceremonies such as baby naming and Renewal of Marriage Vows
 - checking all birth, death and marriage registration entries for errors; overseeing official corrections where it is alleged there is an error of fact or substance in a register entry and issue amended certificates where required.
 - keeping all records of births, deaths and marriages for the district since 1837 in safe custody and providing an efficient service for the provision of copies.
 - determining the immigration status of persons wishing to give notice of marriage or civil partnership reporting to the Home Office where it appears parties may be contracting a marriage or civil partnership of convenience
 - To produce daily, weekly, monthly and annual accounts for income received and bank income on a regular basis.

- maintaining good public relations at all times within the services and manage the relationship with the Customer Contact Centre to ensure a continuous improvement of service delivery to the public.
- acting at all times in accordance with the Council's Constitution and policies with regard to Equal Opportunities, Health and Safety and any other relevant policies.
- acting in accordance with all the Council's Employment policies including those relating to Employees Code of Conduct, Equal Opportunities, Health and Safety, Human Rights etc
- undertaking any other duties commensurate with the grade of the post.

The postholder will be required to:

- work Monday to Friday and Saturday's on a rota basis
- be available, day or night, seven days a week to conduct / register marriages or civil partnerships at home or hospital following the issue of a Registrar General's licence (due to terminal illness) or daytime hours regarding the Housebound Marriages Act.
- use management information systems, including information technology and be willing to undertake appropriate training.
- undertake all necessary training and development activities as required.
- demonstrate a flexible approach in the delivery of work within the Group. Consequently, the postholder may be required to perform work not specifically identified in the job profile.
- be rostered to provide an on-call service on Sundays and Bank holidays for the issue of urgent burial paperwork, for which an additional allowance will be paid.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- Ensure continuous improvement of the service, through use of sound performance monitoring, assessment and satisfaction surveys with service users and stakeholders, and regular review of the business plan.
- Identify creative and efficient IT and Web improvements and ensure the team is skilled in the use of IT as a means to deliver effective and efficient services to the public.

7. Contacts

- Internal: Elections and Register Office Staff / ICT
- External: Members of the public / IPS / Other Register Offices / Coroner's Office / Crematorium / Civil Ceremonies Ltd / Hospitals / Funeral Directors / General Practitioners / Churches

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil the role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans
- Delivery against any agreed Service Levels
- Delivery of agreed PADA objectives.
- Delivery against targets agreed as a part of the Hillingdon Registration Service Annual Performance Report for HMPO.

B. Person Specification

Registrar Births, Deaths, Marriages & Civil Partnerships and Deputy Superintendent Registrar

This person specification will be used for recruitment to the Electoral and **Registration Service Registrar Births, Deaths, Marriages & Civil Partnerships and Deputy Superintendent Registrar** vacancy in Electoral Services, LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
To be a member of appropriate professional body with associated qualifications	✓	
Evidence of continuing professional development	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Requirement to work additional and unsocial hours, (weekends, evenings and Bank Holidays) and at short notice to meet the requirements of the service.	✓	
Full UK Driving licence	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Extensive in-depth experience of working in the registration services environment.		✓
Previous administrative experience in a busy environment	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Sound working knowledge of Microsoft Office packages, particularly Word and Excel		✓
Good organisational and time planning skills, and the ability to prioritise and manage workload	✓	
Demonstrable high standard of customer service skills showing ability to communicate information clearly, politely, and effectively	✓	
Ability to organise and prioritise demanding workloads and work efficiently under pressure when faced with deadlines	✓	
Excellent interpersonal skills with the ability to work using	✓	

own initiative, with or without supervision and to work as part of a team.		
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
Communication Demonstrates well-developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	