

Job Title: Registrar (Principal Officer with Deputy Superintendent Registrar Responsibilities)	Role Profile Number: GO5543
Grade: M4	Date Prepared: February 2021
Directorate/Group: Operations & Enabling Services	Reporting to: Superintendent Registrar and the Registrar General
Structure Chart attached:	Yes

<p>Job Purpose:</p> <p>To register births, deaths, still births, marriages and civil partnerships To have oversight and allocate workflow across the Registration team on a regular basis To provide technical expertise and advice to registration colleagues and residents To support the Superintendent Registrar and Office Manager in any additional ad hoc tasks as required To deliver and monitor the training and development of new Registration staff</p>

Key Accountabilities:

Birth, Death, Still-Birth and Marriage Registration

- To be responsible for recording birth, still-birth and death registrations in General Register Office supplied Registers (8000 registrations annually) and ensuring that relevant statutory procedures are followed.
- To be responsible for the issue of certified copies of birth, death, still-birth and marriage entries as required, to ensure that all statutory processes are followed and to receipt monies received for same.
- To be responsible for registering marriages according to the provisions of the Marriage Act of 1949 including checking documents, ensuring that statutory procedures are complied with, attending ceremonies, completing register entries, issuing certificates and receiving and accounting for monies
- To maintain records of certificates issued and to produce regular accounts for the General Register Office accounting for all stock accurately.

- The post holder is a statutory officer and as such is personally responsible for all her actions under Registration law and procedure
- The post holder must by law also take personal responsibility for certificate stock in her care and ensure safe custody and accurate accounting for all.
- To advise new parents, whether married or unmarried or their legal rights and responsibilities relating to the baby.
- To decide if a cause of death entered on a medical certificate is acceptable for registration according to the Birth and Deaths Registration Act 1953 and if not to refer the matter to the Coroner and explain fully to the family the process and their rights
- To deal promptly with any corrections to birth, death and marriage registers are required and according to Registration law.
- To have and maintain a good up-to-date and working knowledge of the General Register Office Birth, Death and Marriage Handbooks, circulars and instructions
- To be responsible for reporting any suspicious deaths or causes of death to the Wiltshire Coroner
- To attend hospitals, private homes and places of marriage to carry out any Registration function as required.
- Assist the Superintendent Registrar/Office Manager with the delivery of training plans, including new entrants, ensuring a consistent and up to date approach to registration
- To have a duty to be aware there may be any intent to defraud in relation to registration of an event and to report same to Superintendent Registrar, the General Registrar Office or the Home Office

Deputy Superintendent Registrar

- To take responsibility for the legal civil preliminaries to marriage and civil partnership and answer to the Registrar General if required such that all business is conducted in accordance with the Marriage Act 1949 and the Civil Partnership Act of 2005. Approximately 2000 notices per year and 500 marriages, civil partnerships and other ceremonies.
- To keep up to date and maintain a working knowledge of Marriage & Civil partnership law.
- To undertake the role of Deputy Superintendent registrar as required by the Superintendent Registrar.
- To advise clients and respond to questions and issues relating to the legal preliminaries and solemnisation of statutory ceremonies
- To conduct marriages and civil partnerships in the Swindon Register Office and at Approved Premises

within the Borough attended by between 4 and 250 people and to deal with any difficulties that arise during these (500 ceremonies per year)

- To report to the Home Office and police any instances where suspicious marriages, civil partnerships or registrations take place.
- To conduct Citizenship Ceremonies in the absence of the Superintendent Registrar and ensure statutory obligations are complied with

Reception

- To be fully conversant with all aspects of the Receptionist role and to deputise for any missing officer on Reception at any time

Supplementary Accountabilities

- To have a duty to be aware there may be any intent to defraud in relation to registration of an event and to report same to Superintendent Registrar, the General Registrar Office and the Home Office

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Proven computer skills and experience of using Microsoft programmes,
- Proven ability to deal with people in extremes of emotion
- Current driving licence and access to a vehicle at all times
- Ability to maintain confidentiality
- Ability to work 100% accurately and have excellent interpersonal skills
- A good standard of written English
- Legible handwriting
- Cash handling and accounting
- Full driving licence and access to a car

Qualifications

- 2 A levels and 5 GCSEs, including English Language and Mathematics, or proven equivalent

Decision Making

- Deciding whether a marriage or civil partnership notice can be taken according to law and whether a wedding ceremony may lawfully take place. This must often be done under pressure and in front of the public (8000 registrations and 600 ceremonies each year)
- Deciding whether a Birth or Death Registration can be made according to law and whether a wedding ceremony may lawfully take place. This must often be done under pressure and in front of the public (8000 registrations and 600 ceremonies each year)

- Reporting to the Coroner and doubts about cause of death on a certificate (2500 deaths each year)
- Reporting to the General Register Office and to the Home Office any suspect marriages or sham marriages believed to have taken place to evade immigration controls
- All Registration staff are statutory officers, that is they are personally responsible in law for the decisions they make and answerable for same, that is subject to judicial discipline

Creativity and Innovation

- To respond to any and all circumstances that occur at ceremonies as they occur and to deal with them in a professional manner so continuity, legality and dignity of ceremony is maintained

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Dealing with members of the public on a face to face basis and by telephone, email or written correspondence on a daily basis. (25000 visitors to Register Office each year.) Usually this is by private interview between officer and member of the public.
- Regular contact with the General Register Office, Home Office and other government departments including SBC (Public Health, Crematorium, Electoral Services, LEA etc). Also, hotel wedding co-ordinators and management, mortuary staff, midwives, community health and environmental health.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- The busiest time for registering deaths and still-births is during the winter months and the post holder will often have to register several deaths each day. Referrals to the Coroner have to be explained to the family of the deceased and justified to them. They often get upset and anxious about any delay

- Dealing with still-births requires great sensitivity.
- Dealing with inquests– causes of death are often disturbing including suicide and unlawful killing and these families particularly are often greatly distressed.
- Those who are bereaved often present as being angry or very distressed and it takes a great deal of tact and diplomacy to deal with them.
- Registration work must be 100% accurate at all times – both in terms of the information recorded and accurate spelling of same, even when presented with unusual foreign names and accents
- The role often requires working away from the office at hotels or private homes within the Borough and working to very tight deadlines. It is not acceptable to be late for a ceremony or fail to attend.
- The work on marriages becomes very pressured during the busy summer wedding period and time off is restricted, this can put considerable pressure on the post holder
- On busy days the post holder will interview couples and either register or conduct marriages for several hours, always keeping an eye on the time whilst managing the ceremony, participants and guests and therefore opportunities for breaks can be limited.
- To enable the post holder to carry out the full requirements of the role, he/she will need to develop specific competences over time to enable them to undertake the range of duties and in some instances this may take up to 3 years.
- Due to the legal nature of the work involved ongoing training and assessment will be required, which may include tests, these requirements may change as a result of legal/law changes.
- The post holder will be required to work at weekends on a rota basis.

Disqualifications from Appointment:

- A person shall be disqualified for appointment to any register office if:
- He/she has been declared bankrupt and has not subsequently obtained his/her discharge or if he/she has made any composition or arrangement with his/her creditors and has not subsequently paid his/her debts in full or obtained a certificate of discharge.
- He/she has been dismissed from any office by the Registrar General and the Registrar General does not consent to the appointment
- He/she is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of Swindon Borough Council or of a committee to the Council having duties in relation to the appointment of registration officers

- He/she holds any office as authorised person, secretary (for marriages) of a synagogue or a registering officer of the Society of Friends.
- He/she is a minister of religion, a medical practitioner, a midwife, an undertaker or other business concerned in a burial or cremation business, a person engaged in any business concerned with life insurance or a person engaged in any calling which would conflict with or prevent the proper performance in person of the duties of the office for which he/she is a candidate
- He/she is an officer or servant of Swindon Borough Council appointed by them to exercise the functions of the Proper Officer.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	