



Role Profile

Job Title: Registration Officer (<i>with Deputy Superintendent Responsibilities</i>)	Grade/ Level: M	Post Number: P/A
Directorate: Digital Services and Corporate Programmes	Job Family: Government Operations	Date Prepared: February 2019
Role reports to: Office Manager/Senior Deputy Superintendent Registrar, The Superintendent Registrar, and the Registrar General		
Job Purpose: To register births, deaths, still births, marriages and civil partnerships To deal with civil preliminaries to marriages and civil partnerships and conduct ceremonies Support the Superintendent Registrar with additional tasks as required		
Key Accountabilities: <ol style="list-style-type: none"> 1. To be responsible for recording birth, still-birth and death registrations in General Register Office supplied Registers (8000 registrations annually), ensuring that relevant statutory procedures are followed. 2. To advise new parents, whether married or unmarried on their legal rights and responsibilities relating to the baby. 3. 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 4. To deal promptly with any corrections to birth, death and marriage registers that are required and according to Registration law. 5. To have and maintain a good knowledge of the General Register Office Birth, Death and Marriage Handbooks, circulars and instructions 6. To be responsible for reporting any suspicious deaths or causes of death to the Wiltshire Coroner 7. To take responsibility for interviewing couples in accordance with 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 of 1949 and the Civil Partnership Act of 2005. Approximately 2000 notices per year and 600 marriages and civil partnerships. 8. To advise clients and respond to questions and issues relating to the legal preliminaries and solemnisation of statutory ceremonies 		

9. To take responsibility for having a good working knowledge of the statutory requirements and the Marriage and Civil Partnership General Register Office handbooks, circulars and instructions.
10. 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.
11. 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
12. To maintain records of certificates issued and to produce regular accounts for the General Register Office accounting for all stock accurately.
13. 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 (600 ceremonies per year)
14. The postholder is a statutory officer and as such is personally responsible for all her actions under Registration law and procedure
15. The postholder must by law also take personal responsibility for certificate stock in their care and ensure safe custody and accurate accounting for all.
16. To attend hospitals, private homes and places of marriage to carry out any Registration function as required including the Great Western Hospital, Swindon

Deputy Superintendent Registrar

17. 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 600 marriages, civil partnerships and other ceremonies.
18. To keep up to date and maintain a working knowledge of Marriage & Civil partnership law.
19. To undertake the role of Deputy Superintendent Registrar when required by the Superintendent Registrar and to deputise for her in her absence.
20. To advise clients and respond to questions and issues relating to the legal preliminaries and solemnisation of statutory ceremonies
21. 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 (600 ceremonies per year)

22. To report to the Home Office and police any instances where suspicious marriages, civil partnerships or registrations take place.

Reception

23. 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

Job Scope:

Office manages 6000 certificate applications, 5500 births, 2500 deaths and 600 ceremonies per annum

Job Scope:

Budget:

Assets:

Knowledge and Experience:

- GCSES or proven equivalent including English Language and Mathematics
- 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

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

Deciding whether a person has supplied the necessary paperwork for his nationality application to be forwarded for consideration by the Home Office

Contacts and Relationships:

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, hotel wedding co-ordinators and management etc.

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

Emotional Demands of the job:

The busiest time for registering deaths and still-births is during the winter months and the postholder 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 is stressful – 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 postholder

On busy days the postholder 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.

Job Specific Competencies:

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 undertaken 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.

Features of the role:

The postholder may need to carry a heavy document cases between locations and will need to register or conduct marriages for several hours without the opportunity for a break.

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 Manager's Signature

Print Name:

Date: