



## Role Profile

<b>Job Title:</b> Superintendent Registrar	<b>Role Profile Number:</b> AO018
<b>Grade:</b> R	<b>Date Prepared:</b> January 2022
<b>Directorate/Group:</b> Operations Enabling Services; Customers, Registration and Bereavement Services	<b>Reporting to:</b> The Head of Registrations and Bereavements; also to the Registrar General
<b>Structure Chart attached:</b>	Yes

### Job Purpose

- To act as the Council's principal adviser in relation to operational statutory duties and legal obligations for registration service as laid down by Parliament.
- To train, develop and support registrars and staff within the registrars service in the professional competencies required of the role.
- To represent Swindon Borough Council in matters relating to Registration, Nationality Services and Tell Us Once to stakeholders and at forums outside the Council.

### Key Accountabilities

- To be responsible for the Council's statutory duties in respect of the Registration Service under a variety of constantly changing regulations and related legislation.
- To act as the Council's principal advisor on registration and nationality matters and to advise the Proper Officer and Council Members and other groups and forums as appropriate.
- To lead and develop the Registration and Nationality Service including setting clear objectives within a framework of continuous improvement and to meet the needs of the Borough community.
- To ensure the development of the Council's Registration and Nationality Service to improve and widen the range of services offered and forward plan for resources.
- To participate in the formulation of corporate policies and strategies and to ensure the achievement of same.
- To work collaboratively with a range of partners and stake holders in order to ensure that the service to the public is delivered in a co-ordinated manner and is responsive to customer needs.
- To manage the specialised registration software systems in relation to specified operational duties throughout the district to ensure that the systems operate smoothly, efficiently and securely.
- To deal with all aspects of civil marriage and partnership preliminaries – interviewing couples, checking documents to ensure validity and compliance with registration law.
- To take responsibility for technical training and appraisal of registration officers to General Register Office rules.

- To prepare and conduct statutory and celebratory ceremonies in the Swindon Register Office and at licensed venues throughout the Borough.
- To maintain an expert knowledge of the registration rules and regulations and to ensure that all staff follow these.
- To ensure the Swindon Registration Service complies with all regulations and rules relating to the Government Tell Us Once Service.
- To ensure that all matters handled by the Swindon Registration Service are done according to Registration Law and Home Office nationality rules.
- To be statutory officer responsible for all registers housed within the Borough and numbered certificate stock and to answer to the General Register Office for same on a regular basis.
- To be on call and first point of contact for all urgent “Death Bed” marriages that take place within the Borough and to conduct same within registration law.
- To take responsibility for annual registration with Home Office for nationality services.
- To deal with any First Time complaints received according to SBC policy.

### **Supplementary Accountabilities**

- To take responsibility for communicating with all clergy within Borough and receipt of returns from them in relation to all marriages that take place.
- To take responsibility for all copies of registration entries (8000 per annum) and reporting of errors to the Registrar General and forwarding same to him.
- To annotate registers for corrections, re-registrations and adoptions.
- To report to Home Office and police any instances where suspicious marriage or civil partnerships take place.
- To take responsibility for all assets within the Register Office and Strong Room housing all registration records since 1837.
- To ensure that all approved premises are licensed correctly and display legal notices before wedding and civil partnerships can take place.

### **Knowledge & Experience**

- The Post Holder should hold the Registrar General’s Certificate of Competence (SR level) or have experience resulting in an equivalent level of knowledge and competence.
- Extensive, in-depth knowledge of the Registration Service with significant experience of acting in the capacity of Superintendent Registrar or Deputy Superintendent Registrar.
- Wide range of experience in the supervision and development of staff members’ technical competence
- Detailed knowledge of Registration, legislation, procedures and regulations.
- Experience of developing and introducing new and imaginative ways of delivering registration and other suitable additional services and able to work on own initiative.
- Customer focused and able to demonstrate a track record of providing high quality services to customers in a diverse range of settings and cultural environments.
- Excellent public speaking and presentational skills.
- Experience of dealing with people in extremes of emotion.

- Current driving licence and access to a vehicle at all times.

**Qualifications**

- The Post Holder should hold the Registrar General’s Certificate of Competence (SR level) or have experience resulting in an equivalent level of knowledge and competence.

**Decision Making**

- The postholder is required to make significant decisions relating to all registration, matters including legal requirements. This must often be done away from the office.
- Take responsibility for advice to registration staff, members of public, and to offer advice to the Proper Officer and Head of Registrations and Bereavements, in relation to registration matters.
- Make decision as to whether the legal preliminaries to a marriage or civil partnership are satisfied.
- Deciding on whether a marriage or civil partnership ceremony may legally take place. This must often be done under pressure and in front of the public.
- Reporting to the Home Office and immigration authorities on immigration issues or concerns.
- All Registration staff are “statutory officers” and are therefore personally responsible for their own actions and answerable in law for same that is, subject to judicial discipline.

<p><b><u>Job Scope</u></b>          All clergy and authorised persons and funeral directors within Borough on matters relating to marriage 6000 certificate applications, 5000 births, 2500 deaths, 700 wedding ceremonies per annum</p>	<p><b>Budget Holder</b></p> <p><b>Responsibility:</b></p> <p><b>Asset Responsibility:</b>          Responsible for all office equipment, Registration stock and registers</p>	<p>No</p>
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**Contacts and Relationships**

- Dealing with members of the public on a face-to-face basis and by email, telephone or written correspondence on a daily basis. Usually this is by private interview.
- Dealing regularly with business partners: Approved Premises (Hotels and other that are licensed for marriages and civil partnerships), clergy, the Coroner, Funeral Directors, Doctor’s surgeries, Great Western Hospital by letter, telephone, face-to-face.
- Conducting Citizenship ceremonies with the Mayor of Swindon and other dignitaries and Council Members

**Disqualifications from Appointment:**

A person shall be disqualified for appointment to any register office if:

- They have been declared bankrupt and has not subsequently obtained a discharge or has made any composition or arrangement with their creditors and has not subsequently paid their debts in full or obtained a certificate of discharge.
- They have been dismissed from any office by the Registrar General and the Registrar General does not consent to the appointment.
- They are, or have 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.
- They hold any office as authorised person, secretary (for marriages) of a synagogue or a registering officer of the Society of Friends.
- They are an officer or servant of Swindon Borough Council appointed by them to exercise the functions of the Proper Officer.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	