



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Registration Office Manager	Role Profile Number: CEN58
Grade: N	Date Prepared: January 2022
Directorate/Group: Operations Enabling Services; Customers, Registration and Bereavement Services	Reporting to: Head of Registrars and Bereavements
Structure Chart attached:	Yes

Job Purpose

- To act as Office Manager for the Registration Service, managing all staff and administration functions and to support the Superintendent Registrar in the running of the Professional Service.
- To work with the Head of Registrars and Bereavements in financial planning and accounting, budgets and records for the Registration Service while being responsible for day to day budget management and reconciliation.
- To support and deal with civil preliminaries in relation to all Register Office statutory functions
- Produce and manage all performance reporting for Swindon Borough Council in relation to the Registration Service.

Key Accountabilities

- To line manage all staff within the service, managing staff rotas, absence and training – liaising with the Superintendent Registrar to ensure all staff are effectively supported to conduct their roles to the best of their ability.
- To take responsibility for accurate performance records for the Registration Service
- To assist the Head of Registrars and Bereavements in the preparation of business plans and financial estimates.
- To conduct marriages and Civil Partnerships throughout the Borough of Swindon and ensure that all are conducted lawfully.
- To complete the legal preliminaries of couples wishing to marry according to registration law.

Supplementary Accountabilities

- To register births, deaths, still births, civil partnerships and marriages in accordance with registration law when required.
- To take responsibility for Health and Safety throughout the office and be Fire Officer for the Service.
- To take responsibility for the approval of licensed premises for the solemnisation of marriages within the Borough of Swindon.
- To take responsibility for all returns of registration events to the General Register Office.
- To take responsibility for ensuring all staff have the required mandatory and role specific training liaising with the Superintendent Registrar to ensure that they are technically competent and to maintain a training log for each individual member of staff.

Knowledge & Experience

- Proven experience of public facing roles.
- Proven experience of public speaking and presentation skills.
- Excellent computer skills and knowledge of Microsoft programmes.
- Proven ability to deal with people in extremes of emotion.

Qualifications

- 5 GCSEs or proven equivalent experience including English Language and Mathematics.

Decision Making

- To decide whether legal preliminaries for marriage or civil partnership are satisfied.
- To deal with any member of the public in the absence of the Superintendent Registrar.
- All aspects of Team and People Management.

Contacts and Relationships

- Members of the public on a daily basis.
- Business Partners including funeral directors, hotel wedding co-ordinators and management, doctor’s surgeries.
- Clergy and religious Authorised Persons.
- Other Government departments including The General Register Office, Home Office, Department of Work and Pensions (Tell Us Once), Bereavement Services at GWH.
- Swindon Borough Council departments, including Facilities Management and the Mayoral Office.
- External suppliers.

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