

Job Title: Registration Officer - Casual	Role Profile Number: P/A
Grade: L2-M3	Date Prepared: March 2023
Directorate/Group: Enabling	Reporting to: Registration Office Supervisor
Structure Chart attached:	No

Job Purpose

This role is casual where cover is required on an ad hoc basis. The role profile is generic and you will not necessarily be trained in all areas. You will be required to specialise in one or two specific areas and support the Register Office and Bereavement Services Team when required.

- To act as a casual registrar/celebrant/receptionist/information officer or chapel assistant at the Register Office or Crematorium, this will include general clerical and reception duties such as preparing replacement birth, death, Civil Partnership and marriage certificates and answering queries from public
- To manage wedding and citizenship ceremony parties and register marriages, when required
- To support Registration and Bereavement Services to provide professional services to Swindon residents

Key Accountabilities Casual Registrar/Celebrant

- To be responsible for recording birth, still-birth and death registrations ensuring that relevant statutory procedures are followed.
- To have and maintain a good knowledge of the General Register Office Birth, Death and Marriage Handbooks, circulars and instructions
- To take responsibility for interviewing couples in accordance with the legal civil preliminaries to marriage and civil partnership
- 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
- To be responsible for registering marriages according to the provisions of the Marriage Act of 1949

- To conduct marriages and civil partnerships in the Swindon Register Office and at Approved Premises within the Borough
- To undertake the role of Deputy Superintendent Registrar when required by the Superintendent Registrar and to deputise for in their absence

Key Accountabilities Casual Reception and Information Officer

- To take responsibility for being the first point of contact for personal and telephone callers to the Swindon Register Office
- To take responsibility for having a good working knowledge of the statutory requirements and the Marriage and Civil Partnership, Births, Deaths and Still-Births General Register Office Handbooks, circulars and instructions
- To use the computer-based Register Office appointment system and registration system
- To take responsibility for receiving and sorting orders for replacement certificates in person, online, over the telephone
- To search for registration details using both manual and computerised indexes and to take responsibility for correct issue of certificates
- To take responsibility for dealing with British Citizenship certificates and administration of ceremony
- To assist the Superintendent Registrar in admin tasks as required
- To manage wedding ceremony parties on Saturdays and during the week as they arrive in the Register Office

Key Accountabilities Chapel Assistant

- As a Chapel Attendant you will be required to oversee the daily Cremation services
- To work closely with funeral directors and the ministers/celebrants
- To develop a partnership approach to the smooth operation of this key service

Supplementary Accountabilities

- An ability to maintain your composure at all times combined with a flexible and sympathetic attitude and smart appearance
- Carry out any other duties appropriate to the post and requirements of the Services

Knowledge & Experience

- Proven computer skills and experience of using Microsoft programmes
- Ability to work 100% accurately

- A good standard of written English
- Legible handwriting
- Experience of cash handling and accounting
- Full driving licence and access to a car
- Proven experience of being able to deal with people in extremes of emotion
- Ability to maintain confidentiality

Qualifications

- GCSES or proven equivalent including English Language and Mathematics

Decision Making

- 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
- Day to day management of workload according to demand

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