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| <b>Job Title:</b> Registration Administration Assistant | <b>Role Profile Number:</b><br>SBC_11969         |
| <b>Grade:</b> L4<br><b>Salary</b>                       | <b>Date Prepared:</b> May 2024                   |
| <b>Directorate/Group:</b><br>Enablilng                  | <b>Reporting to:</b> Registration Office Manager |
| <b>Structure Chart attached:</b>                        | Yes  |

**Job Purpose**

This role will be primarily for preparing replacement birth, death, civil partnership and marriage certificates. You will also be required to answer queries regarding certificates from the public. You will act as a Deputy Superintendent Registrar for the celebration of marriage and civil partnerships, and you will be required to register marriages and manage wedding/civil partnership parties. Accuracy and attention to detail is paramount in this role. You will also be asked to carry out general administration duties.

**Key Accountabilities**

- To issue birth, death, marriage and civil partnership certificates from the Swindon Borough Council archives as requested by the general public and organisations.
- To take responsibility for receiving and sorting orders for replacement certificates in person, online, over the telephone and by letter.
- To search for registration details using both manual and computerised indexes and to take responsibility for correct issue of certificates ensuring all statutory processes and accounting procedures are followed.
- To ensure accuracy of information that is being shared, in particular when issuing certificates.
- To receive monies by way of cash, credit and debit card and to reconcile and account for the same at end of each day. Process refunds when required completing the correct documentation.
- To take responsibility for dealing with British Citizenship certificates and administration of ceremony attendance (500 new citizens each year).
- To carry out any administration duties as directed by the Superintendent and Senior Deputy Superintendent Registrar/Registration Office Supervisor.

- To be the celebrant or registrar at legal marriage and/or civil partnership ceremonies, ensuring that all legal obligations have been completed correctly.
- Interview couples and register marriages taking place in the Swindon Register Office and at Approved Premises and Churches within the Borough attended by between 4 and 250 people and to deal with any difficulties that arise during these (600 ceremonies each year).
- To manage ceremony parties on Saturdays and during the week as they arrive in the 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.

### **Supplementary Accountabilities**

- Carry out any other duties appropriate to the post and requirements of the Service.
- Cover reception duties when required answering the phone, checking in customers and dealing with queries, specifically during breaks and lunch.
- Answer any written correspondence in a timely manner.
- Remain fully conversant with the rules relating to marriages and civil partnerships so that appropriate questioning may be undertaken and decisions made when appointments are requested.
- To take responsibility for and answer to the General Registrar Office for certificate stock and marriage registrars issued to and by you and prepare annual returns of the same.
- To maintain records of certificates issued and to produce regular accounts for the General Register Office accounting for all stock accurately.

### **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
- 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**

- 5 x GCSEs or proven equivalent including English Language and Mathematics

### **Decision Making**

- All registration staff are statutory officers, they are personally responsible in law for the decisions they make and answerable for same, that is subject to judicial discipline.
- 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.

### **Creativity and Innovation**

- To continually develop processes and procedures, look for opportunities to digitalise process and be open to new ideas and technology.

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| <b><u>Job Scope</u></b>  | <b>Budget Holder</b>         | No |
| <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li></ul>             | <b>Responsibility</b>        |    |
| <b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• None</li></ul> | <b>Asset Responsibility:</b> |    |

### **Contacts and Relationships**

- Dealing with members of the public face to face and by telephone, email or written correspondence on a daily basis. 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.

### **Other Key Features of the role**

- Occasional outside working for weddings ceremonies
- Use of a car as travel around the borough is essential
- The work on marriages becomes very pressured during the busy summer wedding period and failure to perform a ceremony is not an option whatever unexpected issues arise. This places considerable pressure on the postholder.
- On busy days the postholder will manage ceremony parties for several hours without the opportunity for a break, always keeping an eye on the time whilst managing the ceremony, participants and guests.

### **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.

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| <b>Employee Signature:</b>      |              |
| <b>Print Name:</b>              | <b>Date</b>  |
| <b>Line Manager's Signature</b> |              |
| <b>Print Name:</b>              | <b>Date:</b> |