

Job Profile

Senior Registration Officer

Grade: 8

Date created: 9th October 2018

About the Job : To act as a Statutory Officer on behalf of the Registrar General and the County Council to fulfil statutory responsibilities as a Registrar of Births Deaths and Marriages in a professional, timely and accurate manner. To support the Registration Service management team in quality assuring registrations, stock management, policies and training and development

This is what we need you to do...

- To fulfil the statutory role of a Registrar of Births Deaths and Marriages in a professional, timely and accurate manner and to provide technical support and advice to Registration service staff;
- To abide by the requirements of the Home Office and the General Register Office in the delivery of the Immigration Act relating to Sham and Forced marriages, including writing reports for the Home Office and attending court if required
- To take statutory responsibility for all aspects of secure and non secure stock and registers assigned to you
- To take responsibility for all aspects of personal data, financial matters and confidentiality
- To read, assimilate and apply all guidance set out by the General Register Office and the County Council relating to registration, and any other affiliated services and assist with the development of policies and procedures for the registration service
- To support the service as required, taking responsibility for matters relating to customers, staff, and buildings if required.
- To attend events/meetings and forums to represent GRS as and when required.
- To work on projects and programmes as and when required
- Lead and manage your team in order to deliver registration services, ensuring relevant duties are carried out efficiently and effectively according to national legislation and local policies and procedures. Create a strong and effective customer focus and take responsibility for ensuring that your team and other staff meet the council's stated management standards of behaviour and performance and maintain a high performance culture;
- To support the service with the recruitment, induction and training new members of staff, including monitoring the quality of registrations through technical assessments
- Responsible for operational management of the Registration Offices, including staff duties rota, early morning phone, stock management and security and banking in order to maintain the continuity of registration office opening hours across the county
- To take responsibility for your own learning and development and to identify any areas which you require support. To work with the management team to train, mentor and support others and continually strive to improve the service.

Special Conditions:

- Provide direct support in Registration Offices on an occasional basis as required
- Weekend and evening work may be required
- Ability to travel across the county as required
- To dress suitably for working in a professional capacity face to face with the public

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Previous experience of working as a registration officer
- Experience of working in a pressurised frontline service with excellent customer service and communication skills to deal with a range of customers in differing emotional situations (face to face and over the telephone)
- Conversant with handling (cash/cards) and have experience in recording and accounting for money using electronic systems
- Experience of working in a medical, legal or proof reading environment.
- Experience of training or mentoring within registration or other service industry
- Experience of giving presentations or being a member of a drama or acting group.
- Experience of dealing with confidential matters and documentation

Behavioural attributes

- Good interpersonal skills and ability to deal sensitively and professionally with people in difficult circumstances without becoming emotionally involved
- Able to demonstrate an ability to address a group of people with confidence and professionalism
- Ability to organise and prioritize own workload under time pressures within a set timeframe
- To be assertive without being officious
- To be a flexible, self motivated, positive and resilient individual who can work well alone or within a team setting
- Commitment to identify and embrace new methods of work and technology to meet demands and continually improve our service;
- Evidence of demonstrating Gloucestershire Employee Behaviours
- Demonstrate excellent Communication skills both verbal and written.
- Demonstrate strong personal motivation, initiative and will to succeed.
- Demonstrate strong organisational and delegation skills.

Knowledge, Skills and Understanding

- High level of accuracy and strong attention to detail inputting sensitive and confidential information with good verbal and written communications
- Ability to understand policy and assimilate complex technical procedures and communicate these to a range of internal and external customers whilst working under pressure
- High level computer confidence and word processing skills using RON Microsoft Office (Excel, Word, Outlook) and knowledge of in house booking systems or other bespoke systems in a work environment
- To have an understanding of health and safety regulations
- To have an understanding of Confidentiality
- To have an understanding of equality and fairness and diversity issues
- To have a good level of technical knowledge of registration procedures and law
- To be able to demonstrate the skills of a registration officer

Education & Qualifications

Essential

- Has Registration experience and can demonstrate a working knowledge of the Registration of Birth and Deaths Act 1953
- Educated to degree level or equivalent experience
- Relevant level 6 Apprenticeship, Professional or Management Qualification or equivalent experience.

Desirable :

- Willing to work towards, or has already achieved the National Qualification for Registration Officers