

# Registration Officer – (sessional)

**Salary Range: £36,141 (pro-rata)**

**Grade: L3Z1**

**Location: Camden Town Hall, Judd Street, WC1H  
9JE**

**Reports to: Registration Manager**



# About the role

As a Registration Officer, you will be a part of some of the most important life changing moments for our citizens, such as conducting and registering their marriage or civil partnership ceremonies and conducting citizenship ceremonies. You will diligently undertake the statutory duties of a registration officer, which includes attestation of notices, registration of births and deaths, whilst providing outstanding customer service. This is a very important, legally recognised role, which involves working with central government departments, such as the General Register Office (Home Office), to ensure all statutory duties are discharged.

You will be responsible for conducting weddings or civil partnership ceremonies in the many licensed venues within Camden, including our newly refurbished Town Hall building. This role will require public speaking, a high level of empathy and first-class communication skills with an eye for detail. The post holder will also play a crucial role in assisting customers' access Home Office governed services, so you'll need to be able to adapt to a range of circumstances, be flexible and confidently make decisions to ensure enquiries are resolved effectively.

We welcome your creativity and perspective, and encourage you to identify opportunities to improve service delivery for our residents and visitors. We will support you to take ownership of your development within the registration industry, recognising you will represent the Council by providing citizens with advice and applying sound judgement at important and emotional moments in their lives.

The post holder will be required to work weekends on a shift pattern or a rota basis, i.e. up to 3 weekends per calendar month. This may also include weekdays and evenings depending on service demand. You must be available to work during the summer months (April –September) during peak ceremonies season.

## The things you'll achieve

- Be an integral part of important life moments
- Develop knowledge of central government administration, including the Home Office, General Register Office, and in turn His Majesty's Passport Office.
- Carry out statutory, legal tasks with authority and understanding
- Grow confidence as a public speaker
- Gain a greater understanding of the London Borough of Camden as you travel to its many, varied ceremony venues.
- Obtain transferable skills that will help you advance within the highly regarded industry of Civil Registration.
- Develop proofreading, communication and organisational skills
- Enhance your people skills
- Gain long lasting friends

# About you

## **Experience**

- Working in people centred services, including face to face, via email and in writing.
- Experience with IT systems, including Microsoft Excel, and other MS Office applications.
- Registration experience is desirable, however not essential.

## **You will have**

- Confidence in public speaking.
- Understanding of the solemn responsibility that comes with the role.
- Excellent customer service, and have well-developed communication skills, being able to explain information in a clear, concise and empathic way.
- Attention to detail
- A public service ethos.
- Confident, friendly, calm, warm, well-presented.
- An enthusiasm to learn.
- A collaborative approach, using initiative to overcome obstacles and deliver results whilst supporting your peers and carrying out tasks efficiently in a methodical, organised manner.

# Other important information...

## **Work environment**

You will work in the Register Office and Camden Town Hall, and at external licenced venues. Due to the customer facing nature of the role, there is no hybrid working.

## **Who you will be working with**

You'll be joining a wonderful team of sessional registrars and reporting to Laurence Beveridge, Business Development Manager.

## **The application process**

During the interview, you will be asked a series of questions, followed by a public speaking, reading exercise and an attention to detail exercise.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

