

Registration Officer

Salary Range: £36,141 - £40,817

Grade: L3Z1

Location: Camden Town Hall, Judd Street

Reports to: TBC



About the role

The Registration Officer role is based in a busy front-line service and as such, the post holder will be required to manage changing and conflicting priorities. The service currently registers more than 9,500 births and 2,300 deaths per year as well as conducting more than 1,000 civil ceremonies per year.

To role will require the post holder to provide an outstanding level of customer service whilst performing statutory duties such as registering births, deaths, marriages and attestation of notices in the borough.

The post holder will also be required to undertake statutory duties as specified in the General Register Office handbook and ensure statutory KPI's are met. In addition, you be required to undertake legal administrative duties including notifications to various government departments, stakeholders and agencies as directed by the Registrar General.

You be required to represent the Council by providing the first point of contact with customers, providing advice and applying sound judgement in assessing their needs across all service areas and resolving their query directly or referring them where a detailed consultation is required.

The things you'll achieve

Within the 12 months of working as a Registration Office we hope you would have achieved the following:

- Be an integral part of important life changing moments, gained knowledge, confidence and experience to register births and deaths to a high standard.
- Carry out statutory and legal tasks with authority and understanding
- Have grown confidence as a public speaker
- Develop proofreading, communication and organisational skills
- Enhanced your people skills, empathy and compassion
- Take personal responsibility in keeping updated on legislative changes.

About you

Experience

- Experience of dealing with members of the public, including face to face, by phone, email and in writing
- Experience with IT systems, including Microsoft Excel, and other MS Office applications
- Desirable – Registration Experience

You have

- The ability to explain information in a clear and concise manner
- Focuses on customers to identify their individual needs
- Can organise and undertake work in a methodical manner
- Have good presentation skills which include public speaking
- The ability to work efficiently and effectively without direct supervision
- Can use initiative and take responsibility for their work
- Can overcome obstacles and persists to achieve results
- Good team player – understands the implications of their actions on other service areas
- Can focus on ways to make change work
- Can be flexible and agile working
- Maintain awareness of service changes and developments across the Council
- Can work in a changing work environment

Other important information...

Work environment

The role is a customer facing role based at Camden Town Hall, therefore the successful candidate will be required to attend the office daily. You also be required to be 'on-call' for the out-of-hours burial service on a rota basis.

You'll be joining a wonderful team of Registration Officers, and reporting to one of the Registration Managers. You'll also work closely with colleagues within Contact Camden as well as building relationships with external stakeholders such as The General Register Office, medical examiners, the coroner's services, local hospitals and burial societies and members of the public.

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

