**Job Profile Information: Registration Officer**

**This supplementary information for Registration Officer and is for guidance and must be used in conjunction with the Job Capsule for Customer Service Level 3 zone 1, Camden Way Category 3.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To provide a high level of customer service, whilst performing the statutory duties and responsibilities of a Registrar of Births and Deaths, as stipulated by the General Register Office and Home Office. In particular the registration of births, still births and deaths, attestation of notices in the borough and conducting/registering of civil ceremonies and citizenship ceremonies.

To undertake non-statutory duties, such as Deed poll, Nationality and settlement Checking Service, Joint citizenship and Passport (Jcap), European passport return service for Camden, including advising customers on nationality and immigration matters, checking and submitting application forms to the Home Office and collecting fees as Level one Immigration Advisors.

To undertake statutory duties as specified in the General register office handbook and ensure statutory KPI’s are met.

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.

**Example outcomes or objectives that this role will deliver:**

* Responsibility for undertaking all statutory registration and discretionary duties (and appropriate administration) to ensure that the Registration and Home Office Acts, Regulations and legal obligations of a registrar are applied in a fair and equitable manner.
* Take responsibility for carrying out the legal functions of a Deputy Superintendent Registrar in any location as specified by the Registration Authority, this including all preliminaries associated with ceremonies, correction, re-registrations, etc.
* Is able to take ownership of personal learning and development within registration industry including providing training, peer to peer support and / or coaching to colleagues, including entry level/ apprentice and other Registration Officers
* Make high quality decisions on the frontline to ensure that enquires are resolved at the first point of contact and be empowered to make decision and suggest service improvement ideas in regards statutory functions including technical matters i.e. foreign divorce documents, section 24 referrals when taking notice
* Is able to provide experienced, qualified advice and guidance in Registration Service to colleagues and managers to identify risk, support the resolution of issues and informed decision making, and help others to develop their knowledge and expertise.
* Is able to ensure effective reconciliation of controlled security stock with appropriate fees charged on a daily basis including operational stock to comply with audit and financial requirements.
* Is able to develop process and comply with established procedures to ensure timely registration of events to meet statutory key performance targets, prepare quarterly copies of all entries for examination by the Superintendent Registrar.
* Is able to provide support to entry level/ apprentice and other Registration Officers

**People Management Responsibilities:**

*None*

**Work Context**:

* Have excellent customer service skills and experience of sensitively dealing with members of the public
* Have the ability to work on own initiative when carrying out statutory duties
* Have responsibility for money taken on behalf of the Council
* To ensure that the service is delivered to suit the needs and expectations of customers
* To be keep abreast of all legislation relevant to your role
* To be diplomatic, polite and tactful when dealing with customers of the service.
* To possess a clear understanding of the security of documents and information in your possession and awareness of responsibility to report offences to relevant bodies.

As a Statutory Officer the post-holder bears a final responsibility for carrying duties of Office in accordance with the Law

**Relationships:**

Internal - Liaise with Registration Officers

 Contact Camden colleagues, Team Leaders, Service Manager and Head of Service / Proper Officer

External - The General Register Office and UKVI (Home Office)

Officers in other Registration Districts

Members of the General Public

Contact with staff at approved venues

Local hospitals and burial societies

The coroner’s services

**Work Environment:**

The job is office based, currently at the old town hall but will shortly move to the Crowndale centre and BMA House located in Tavistock Square, however may be deployed to St Pancras Square as and when required.

The role is based in a busy front-line service; as such the post holder will be required to manage changing and conflicting priorities. The service currently registers in excess of 10,000 births, 2,300 deaths and conducts in excess of 1,350 civil ceremonies per year. The post holder is also required to work to statutory deadlines e.g. governing the submission of returns to the General Register Office.

The post holder will be required to carry out the following duties:

Carry out civil marriages and civil partnerships at external venues also may be required to perform Register General licenses ceremonies.

Perform citizenship ceremonies at external venues if required

Present death certificates to customers either at a hospital, care home or residential home.

Required to be ‘on-call’ for the out-of-hours burial service on a rota basis

The post holder will be required to work some evenings and weekends on a shift pattern or a rota basis, i.e up to 3 weekends per calendar month.

**Technical Knowledge and Experience:**

* Excellent customer service and communication skills, particularly when dealing with people at an emotional time in their lives
* Ability to explain information in a clear and concise way
* Focuses on customers to identify their individual needs
* To organise and undertake work in a methodical manner
* Good presentation skills to include public speaking
* The ability to work efficiently and effectively without direct supervision
* Able to use initiative and take responsibility for their work
* Able to overcome obstacles and persists to achieve results
* Good team worker – understands the implications of their actions on other service areas
* Focus on ways to make change work
* Flexible and agile working
* Maintain awareness of service changes and developments across the Council
* Adjusting to a changing work environment
* Experience of dealing with members of the public, including face to face, by phone, email and in writing
* Desirable - Experience of NCS work,
* Desirable – general understanding of relevant public service mandates – e.g. customer focus, personalisation

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

**Chart Structure**

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