**Job Profile - Registration Officer**

**Job Title: Registration Officer**

**Job Grade: L3Z1**

**Salary Range: £30,893 - £35,488**

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all.

As a Registration Officer, you will provide outstanding customer service whilst delivering on important life changing moments for our citizens, such as undertaking statutory duties of a registration officer, which includes registration of births and deaths, attestation of notices of Marriages and Civil Partnership, along with conducting marriage or civil partnership ceremonies, and conducting citizenship ceremonies. This is a very important legal role, which involves working with central government such as the General Register Office (Home Office), in addition to local hospitals and children’s services, as well as other stakeholders

**About the role**

In joining our team, you will need you to have a passion for working with people, as you will be performing high volume of statutory legal duties for the people of Camden. Camden has 2 large maternity unit hospitals in the Borough and Camden Register Office registers approximately 10,000 births and 2,400 deaths per year. Moreover, with a wide range of licensed Civil Ceremony venues this role will provide a great opportunity to be part of a couple’s memorable wedding or civil partnership ceremony. Our work requires capturing information accurately and an eye for attention to detail, first-class communication skills, and basic public speaking skills to build on, as you will be conducting Civil Ceremonies and Citizenship ceremonies. The post holder will also play a crucial role in assisting customers to complete Home Office services, so you’ll need to be able to adapt to a range of circumstances, be flexible, and confidently make decisions at the front line to ensure enquiries are resolved at the first point of contact.

Alongside this, you will proactively suggest ideas to improve service delivery and take ownership of personal learning and development within the registration industry. You will represent the Council by providing citizens with advice and applying sound judgement in assessing their needs at important moments in their lives.

The post holder will be required to work on a shift pattern or a rota basis, i.e. up to 2 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 during peak ceremonies season.

**About you**

The successful candidate will demonstrate excellent customer service, be a people person, have presentation and communication skills with ability to explain information concisely. Attention to detail is vital.

You will have experience of dealing with members of the public, including face to face, by phone, email and in writing, displaying empathy whilst focusing on individual needs as well as service delivery. A lack of registration experience should not be a barrier to an application. Full training can be given for candidates who demonstrate the appropriate skill set.

You will take a collaborative approach, using your initiative to overcome obstacles and deliver results whilst supporting your peers and carrying out tasks efficiently in a methodical, organised manner.

The desirable candidate will have an awareness of public service mandates and previous Registration experience.

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be.

**Work Environment:**

The job is office based, currently at Crowndale centre but will shortly move to Town Hall, however may be deployed to BMA, Tavistock House, Tavistock 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, 2,400 deaths and conducts in excess of 1,000 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

**People Management Responsibilities:**

None

**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

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**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.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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 or post to 5 Pancras Square, London, N1C 4AG,