

Job Profile - Registration Officer- (Sessional)

Job Title: Registration Officer- (Sessional)

Job Grade: L3Z1

Salary Range: £31,434 - £36,110

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 and registering marriages 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 2,300 deaths per year. Moreover, with a wide range of iconic 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 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 peak ceremonies season (April –September).

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. Awareness of public service mandates and previous registration experience registration experience is desirable however not essential. We are looking for confident, friendly, calm, warm, well-presented people with a passion for people and an enthusiasm to learn. Full training can be given for candidates who demonstrate the appropriate skills and behaviours.

You will be educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience, have experience of using Microsoft programmes.

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.

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

Work Environment:

The job is office based, currently in Tavistock House in Tavistock Square and Crowndale Centre, but will shortly move back to the Old Camden Town Hall in Judd Street after its refurbishment is completed.

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 1,000 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 our corporate services, and we'll redefine what a career can be.

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](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) 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,