

Job Profile Information: Registration Officer (L3Z1)

Job Title: Registration Officer
Job Grade: Level 3 Zone 1
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

About the Role:

To provide a high level of customer service, whilst performing the statutory duties and responsibilities of a Registrar of Marriages and Civil Partnerships, and Deputy Superintendent Registrar of Marriages - conducting of civil ceremonies and citizenship ceremonies. To complete the role of 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.

To undertake non-statutory duties, such as Deed poll, European Settlement Service, and other Home Office services for Camden and support the service with income generation. To undertake statutory duties as specified in the General register office handbook and ensure statutory KPI's are met. To deputise as directed by statutory post holders and conduct legal administrative duties including notifications to various government departments, professional organisations, health authority, local authority and various foreign agencies as directed by the Registrar General.

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
- Is able to be flexible to meet ceremony rota requirements at weekends to match customer and service operational needs.

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 Crowndale but will shortly move to the Town Hall 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 more than 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.

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 – general understanding of relevant public service mandates – e.g. customer focus, personalisation

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](#).

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,