



Registration Officer

Reports to:	Service Operational Manager		
Department:	Registration and Nationality	Grade:	SO1
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

1. To undertake all statutory registration and discretionary duties.
2. To ensure that the Registration Acts, Regulations and legal obligations of a Registrar are applied in a fair and equitable manner including conducting marriage, civil partnership and citizenship ceremonies and registration of births, still births, deaths and marriages
3. To provide an administrative support service to the Registration Service and to give advice and assistance to customers accurately and uniformly at all times in accordance with relevant legislation
4. To provide the front-line service point for the Registration Service face-to-face, via
5. telephone, email and new digital technologies ensuring customers are dealt with efficiently, effectively and with due consideration
6. To provide the nationality function surrounding citizenship ceremonies, and any future services offered
7. To be available when requested outside office hours should emergency registration services be required
8. Coverage over a seven-day operational service
9. Assist with project work as directed by Head of Service/Service Operational Manager

Values

- Collaborate proactively.
- Lead inclusively.
- Embrace change.
- Be bold and curious.
- Celebrate and share our success.

Job specific roles and responsibilities

1. To carry out the legal function of a Deputy Registrar of Births, Deaths and Marriages and Deputy Superintendent Registrar in any location specified by the Registration Authority whenever required to do so
2. To be fully knowledgeable on all relevant registration, data protection, citizenship and immigration legislation as determined by the Registrar General and Home Office
3. You are legal appointments and therefore responsible in law for their own acts and omissions.
4. To fulfil the legal responsibilities of a Deputy Superintendent Registrar, Deputy Registrar and Civil Partnership Registrar in all registration duties. This is according to statute, meeting both the highest standards of accuracy and statutory key performance indicator targets
5. To complete additional registration duties as specified by the Registrar General, including, but not limited to: attesting and registering declarations; sending requisitions to encourage timely registration, passing registration information to relevant authorities where there is a legal gateway, provision or requirement to do so
6. To advise customers on all registration matters, including re-registrations, corrections, marital status or condition, parental responsibility and immigration status. To refer cases to the Registrar General or, where the law permits it, to authorize re-registrations and corrections on behalf of the Registrar General
7. To conduct all statutory ceremonies, including marriages, civil partnerships, citizenship ceremonies. To conduct all non-statutory ceremonies, including baby namings, renewal of

- vows at Brent Civic Centre and various locations within the borough, religious venues and approved premises
8. To be responsible for civil preliminaries to marriages and civil partnerships, attesting notices of intention to marry or enter civil partnership, according to statute.
 9. To display publicity for upcoming marriages and civil partnerships in line with statutory legal requirements
 10. To provide in depth explanations about statutory requirements and processes to customers.
 11. To forward relevant documentation to the Registrar General, Home Office or other register offices, following guidelines laid down by law. To issue schedules for marriages and civil partnerships to proceed
 12. To liaise directly with representatives from other key stakeholding departments, organisations, authorities or businesses to ensure that registration and citizenship matters are completed fully and accurately. This includes, but is not limited to: the General Register Office, Home Office, HM Passport Office, HM Senior Coroner's Office, Metropolitan Police and other law enforcement bodies
 13. To report monthly to local Safeguarding Children Board, of deaths under the age of 18.
 14. To report weekly deaths to Council Tax, Electoral Register and health authority
Responsible for personal fob from the DWP, to log on to the secure employee authentication service to use the 'Tell Us Once' service after death registration and complete a DBS check at required time intervals
 15. Registrations requiring a same day burial or cremation – Responsible for analysing medical certificates of cause of death from medical professionals to ensure correctly filled out and meeting legal requirements, and making a judgment on whether permission to bury /cremate may proceed
 16. To be legally responsible for reporting cases of death to the Coroner where events leading up to their death may have been a result of suspicious circumstances, unnatural, foul play or neglect.
 17. To prevent burial or cremation taking place before the Coroner can investigate
 18. Answering incoming telephone calls and emails and other digital formats to the department in a timely manner
 19. Responsible for the ordering and safekeeping of stock, forms, certificates and registers on behalf of the Superintendent Registrar and Registrar. In addition, the security and legitimate use of the relevant schedules, blank certificate stock and their issue to informants.
 20. To conduct marriages where one or both parties are unable to attend the Brent Civic Centre, due to being terminally ill or house/bed bound, 'Death bed wedding'. Examples of where this may be are private houses, hospital, and hospice.
 21. To prepare, and to conduct, private, public and virtual citizenship ceremonies within the Borough of Brent mainly or other locations when required, naturalizing new British citizens.
 22. To complete related administration after such naturalization events including timely and accurate returns to the Home Office to ensure payment is made to the council
 23. To annually prepare and assist in the delivery of a high profile Citizenship Ceremonies in prestigious locations with high profile dignitaries i.e. Mayor of London
 24. To complete all administration relating to registration and citizenship services in an efficient and accurate manner, including responding to enquiries received in person, by post, e-mail or by any other method of communication, meeting required service standards
 25. To display the highest level of customer service standards at all times when dealing with members of the public, and to demonstrate empathy and tact, especially at delicate times of high emotion typical of registration and ceremonial events
 26. To be responsible for the correct issue of legal documents including certified copies of register entries, burial/cremation orders, birth and death notifications to government departments, professional organisations, local and health authorities as required by law.
 27. To undertake and show full commitment to training and development in all areas of registration, data, citizenship and immigration services, including continuous training where legal changes come into effect
 28. To support new staff via in-house training systems

29. To receive payments for services and to maintain, and take responsibility for accurate records of income for services with clear audit trails, adhering to corporate finance regulations to include the daily reconciliation of all transaction
30. Conduct a face-to-face identity verification check for EU citizens and EU family members, ensuring the identity of the passport holder is the same person stood before you. Scan Passport/Biometric card and scan applicants face
31. Hosting of open evenings and exhibitions for marketing and promotion of the service to generate new business and income

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Detailed knowledge of the legislation relating to civil registration and naturalisation
2. Knowledge of the equalities issues that impact on the delivery of excellent customer service
3. Knowledge of the elements that drive customer service excellence

Experience

1. Experience of using Excel and Word software packages
2. Experience of performing a range of specific ceremonies for marriages, civil partnerships, renewal of vows, citizenships and naming ceremonies. Appreciating the importance of the event for customers in heightened emotional states
3. Experience of managing potentially difficult situations which require prompt and suggest creative solutions, e.g. if an individual or group raise an objection to the continuance of a ceremony, or a critical member of a ceremony is delayed or does not attend
4. Experience of keeping accurate records and data entry on National and local systems, to avoid council disrepute. Working accurately and methodically and paying particular attention to detail
5. Experience of understanding, interpreting and following legal guidelines and processes to ensure compliance with statutory legislation
6. Experience of working in a highly pressurised customer focused environment prioritising workloads and taking appropriate action.
7. Experience of communicating effectively across the spectrum of our local community showing tact and discretion, both in person and on the telephone. Including dealing with people in distress, in a sympathetic manner, with an ethos of continuous service improvement

Skills and Abilities

1. Ability to assimilate complex regulations and procedures.
2. Ability to prioritise the conflicting demands of customers.
3. Ability to advise and explain to customers, many of whom have English as a second language, the requirements of registration and nationality legislation.
4. Ability to remain calm under pressure.
5. Ability to enforce registration legislation fairly and firmly when necessary.
6. Ability to keep accurate accounting records
7. Excellent communication skills both orally and in writing
8. Accurate worker with a keen eye for detail
9. Public speaking or addressing an audience

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.