



Job description			
Job title	Registration Support Advisor		
Grade	E		
Directorate	Resources		
Service/team	Registration Team, Customer Services		
Accountable to	Registration Team Leader & Superintendent Registrar		
Responsible for	n/a		
JE Reference	A1819	Date Reviewed	27.5.25

### Purpose of the Job

To assist with the provision of excellent customer services at Knowsley Registration Service, delivering all clerical functions and supporting the full range of registration and ceremonial duties in accordance with Registration Acts and Registrar Generals Regulations.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Deputise for the Registrar of Births, Deaths and Marriages and Superintendent Registrar, to deliver statutory duties in accordance with relevant Registration Acts and the Registrar Generals regulations.
2. Accurately record all details required by law for the registration of births, deaths, marriages and still births.
3. Attest notices for marriage and civil partnerships, ensuring they are legally correct and displayed as required.
4. Conduct marriage, civil partnership, citizenship and non-statutory celebratory ceremonies at the Register Office and Approved Venues in Knowsley, managing the ceremonial party.
5. Register marriages and civil partnerships at the Register Office, churches, and approved venues in Knowsley, input records post-ceremony and issue certified copy certificates.
6. Have a personal responsibility to keep up to date with relevant and changing statutory requirements initiated by the Registrar General and other relevant Government Departments, seeking advice and guidance if required.



7. Maintain and keep safe allocated stocks of birth, marriage and death certificates and ensure their proper use and distribution according to current legislation and the financial procedures in place at the office.
8. Co-ordinate and manage copy certificate applications and ensure timely issue.
9. Provide a first point of contact for all callers to reception and deliver all associated administration duties and reconcile payments.
10. Respond to customer enquiries, provide advice and guidance on registration matters, signposting technical questions to the responsible registrar for resolution.
11. Support all general office clerical functions, including booking appointments, ceremony enquiries and administration, and church returns reconciliation.
12. Assist with the co-ordination of paperwork and arrangement of Citizenship Ceremonies.

### Knowsley Better Together – Staff Qualities



### Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.



### **Other**

- Weekend and Bank Holiday working is part of this role as the nature of work requires attendance at ceremonies to register and conduct the event. This will be scheduled on a rota basis. Hours are likely to vary dependent upon public demand for services.
- Place of work is Knowsley Registration Service, High Street, Prescott, Knowsley. Additionally, there will be a requirement to work from other service points, churches and approved premises within the borough.