

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION:

Culture and Community Safety

JOB TITLE:

Registration Officer - Registration Services

ROLE PROFILE

Job Title:	iRegistration Officer - Registration Services
Directorate:	Assistant Chief Executive
Division:	Digital and Resident Access
Grade:	Grade 7
Hours (per week):	36
Reports to:	Team Leader – Registration Services
Responsible for:	n/a
Role Purpose and Role Dimensions:	<p>To be responsible for the registration of births, deaths, still-births, marriages, civil partnerships, civil partnership to marriage conversions, and naturalisation of British citizens, at the Town Halls and approved locations in the London Borough of Croydon, as required by statute.</p> <p>To attest notices of marriage and civil partnership including housebound and detained notices and notices for a Registrar General's Licence.</p> <p>To deliver non-statutory registration services such as nationality checking service, Tell us Once, settlement checking services, non-statutory ceremonies, change of name deeds, will writing and other appropriate non-statutory services as may be determined by Registration Service Manager</p> <p>To have comprehensive knowledge of all relevant legislation and to apply this within a customer service context, completing all associated administration, including the accurate recording of all income received against certificates issued and services provided</p>
Commitment to Diversity:	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
Key External Contacts:	General Register Office, H.M. Inspector of Registration,

General Public, Faith Groups, HM Coroner, Coroners Officers, Home Office Officials, Border and Immigration Agency Officials, Police Officers, Approved Premises Managers/Proprietors, other Local Authorities and their representatives, Funeral Directors

Key Internal Contacts:

Head of Service, Service Manager, Team Leaders, Registration Advisors, Statutory Funerals Officer, Mayor & Deputy Mayor, Councillors, FM Contractors, Departmental peers, IT, Finance, Bereavement Services, HR, OH

Financial Dimensions:

No budget responsibilities.
Responsible for processing payments primarily via PAYE.NET

Key Areas for Decision Making:

- To be fully knowledgeable on all relevant registration, data protection, citizenship and immigration legislation as determined by the Registrar General and Home Office, and to deputise, as directed by the team manager / registrar, to register all births, deaths, still-births, civil partnerships, marriages and civil partnership conversions in the London Borough of Croydon, according to statute, meeting both the highest standards of accuracy and statutory key performance indicator targets.
- To fulfil the legal responsibilities of a deputy registrar, deputy superintendent registrar and civil partnership registrar in all registration duties including but not limited to certificates of no liability, Form SD 18, Form 52, Form 111, Foreign Divorces, Section 24 reports, Church marriage returns, burial and cremation slips etc
- To receive duly completed medical certificates of cause of death or still-birth from a doctor or other qualified person and to recognise deaths which must be referred to a coroner for further investigation. To formally refer uncertified and specified causes of death to the Coroner.
- 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 authorise re-registrations and corrections on behalf of the Registrar General.
- To be responsible for the secure custody of registers (including their data) and certificates when registering births, deaths, still-births, marriages, civil partnerships and civil partnership to marriage conversions.
- 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.
- To receive payments for services and to maintain, and take

responsibility for, accurate records of income for all services with clear audit trails, adhering to corporate finance regulations to include the daily, monthly and quarterly reconciliation of all transactions.

- To undertake registration duties at any location within the London Borough of Croydon including all approved venues and registered religious buildings.
- 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 registrations; making quarterly returns of registration entries; passing registration information to relevant authorities where there is a legal gateway, provision or requirement to do so.
- To conduct all statutory ceremonies (including marriages, civil partnerships, civil partnership to marriage conversions, citizenship) and all non-statutory ceremonies (including namings, reaffirmations, commitment ceremonies) at locations within the London Borough of Croydon. To be available at any time on a fair rota basis with colleagues in the instance that a statutory registration activity – for example, registration under Registrar General’s Licence, or Special Licence for Civil Partnership to Marriage Conversions, Death Registration – where it cannot be otherwise covered during normal working hours.
- To be responsible for civil preliminaries to marriages and civil partnerships, attesting notices of intention to marry or enter civil partnership, according to statute. To display publicity for upcoming marriages and civil partnerships in line with statutory legal requirements. To provide in depth explanations about statutory requirements and processes to customers. To forward relevant documentation to the Registrar General, Home Office or other register offices, following guidelines laid down by law. To issue authorities for marriages and civil partnerships.
- To ensure that all marriages, civil partnerships and conversions into marriage are valid and to scrutinize and prepare all required documentation prior to marriages, civil partnership and civil partnership to marriage conversions.
- To carry out nationality checking service and settlement checking service appointments, maintaining full and up-to-date knowledge of relevant immigration acts, ensuring that essential qualifying criteria are met and forwarding all forms and relevant documentation to the Home Office in a timely and professional manner. To achieve Level 1 accreditation with the Office of the Immigration Services Commissioner (OISC) as being able to provide immigration advice.
- To prepare, and to conduct, private and public citizenship ceremonies occurring with the London Borough of Croydon, naturalising new British citizens. To liaise with the Mayor’s

Office to co-ordinate attendance of civic dignitaries at ceremonies. To complete related administration after such naturalisation events including timely and accurate returns to the Home Office.

- To complete all administration relating to registration and citizenship services in an efficient and accurate manner, including logging and responding to enquiries received in person, by post, facsimile, e-mail or by any other method of communication, meeting required service standards. To respond to customers' telephone enquiries in a professional and timely manner. To book all types of appointments and ceremonies and to take appropriate payments.
- If necessary to undertake reception duties, greeting customers as they arrive, responding to enquiries, resolving queries, making bookings, taking payments, liaising with other officers to ensure appointments are seen promptly, in line with key performance indicators.
- 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 citizenship events.
- 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; the Home Office; HM Passport Office; HM Senior Coroner's Office; Metropolitan Police and other law enforcement bodies; RBKC Customer Contact Centre; those providing services of HR, finance, payroll and property services; other register offices; maternity unit and bereavement departments of local hospitals, hospices and care homes; General Practitioners and other health professionals; managers or incumbents of venues approved or registered for marriages / civil partnerships.
- To work on a rota basis to cover services offered in the evenings, at weekends and on bank holidays. Includes Sunday / Public Holiday "on call" service for death registrations requiring a same day burial or cremation – 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.
- 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. To undertake all required London Borough of Croydon corporate training courses. To achieve targets set after discussion with line manager as part of annual objectives and performance monitoring

- procedures, displaying key corporate skills, behaviours, competencies and attitudes.
- To display a commercial outlook to the role of registration officer, playing an active part in marketing our services and contributing to business and service growth targets.
 - To actively contribute to projects which will improve customer service delivery.
 - To make best of all technology at disposal, showing initiative to organise and undertake training where required. To use technology to improve and simplify procedures.
 - To maintain a clear desk working environment and use electronic procedures over manual ones where possible.
 - To adhere to all corporate policies and procedures, including health and safety, data protection and freedom of information where applicable.
 - To undertake any other task or duty commensurate to the grade of the post.

Other Considerations:

To be able to work Saturday, Sunday and Bank holidays on a rota basis. (To be on call to perform/organise marriage/civil partnership by Registrars General Licence (24 hours per day call out) urgent death registrations out of normal working hours.

To be personally responsible for the safe custody of records, registers and security stock in their possession.

The postholder must be physically capable of travelling within and outside of the Borough independently as the postholder will visit a range of premises and occasionally may be required to visit service users/customers in their homes when they are unable to attend the Register Office.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Standard DBS check

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Key Elements:

Statutory requirement for the registration of births, deaths marriages and civil partnerships.

This will involve:

- Registering births, still births and deaths within statutory time limits.
- Registering marriages, civil partnerships and participating in citizenship ceremonies as required
- As a Deputy Registrar to conduct marriages, civil partnerships and citizenship ceremonies as required
- Day to day responsibility for the Nationality Checking Service for the application of those requesting British Citizenship

To assist the Service Manager & Team Leaders in high quality service delivery and future customer care initiatives.

- To actively participate in the delivery of a high quality, efficient, cost effective service to customers.
- To participate and assist in the development, implementation and promotion of initiatives and working practices to improve customer service and performance.
- To market and promote Registration and Bereavement services at every practical opportunity.
- To actively engage and participate in both local and regional training as appropriate.

Responsible for taking payment and reconciliation of transactions daily

- Daily reconciliation of transactions
- Adhering to documented procedures

Responsible for safe custody and issue of controlled stationary and registers.

- Daily, weekly, monthly reconciliation of stock
- Regular completion of spoils notifications (minimum monthly)
- Adhere to documented practices and

procedures

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:	Registration Officer – Registration Services
Essential knowledge:	Knowledge and awareness of Registration Services and related issues Knowledge of legislation and regulations applying to Registration Services.
Essential skills and abilities:	Interpersonal skills Communication skills Public speaking and presentation skills Ability to complete registers and certificates in a legible script Ability to interpret detailed legislation and regulations and put them into practice Ability to prioritise a demanding workload by effectively using time and resources Ability to work with limited supervision, take responsibility for own actions and make appropriate decisions without referring to others Ability to persevere to overcome obstacles Understanding of Registration Services and the ability to deal sensitively with service users. Administrative skills, able to produce reports, procedures etc and respond in writing to requests for information or complaints. Ability to present information in a confident, fluent and clear manner both face to face and over the telephone Ability to work within a team.
Essential experience:	Experience of working in a Registration Services Experience of working in a customer service environment. Experience of financial administration Experience of health and safety in the workplace Experience of producing work of a high standard paying attention to detail. Good keyboard skills and an ability to use IT in an office environment.
Special conditions:	To wear workwear and dress formally when officiating marriage, civil partnership and citizenship ceremonies To have a flexible approach to working and be willing to work extra hours at short notice particularly in the event of a civil disaster or with the introduction of the Boroughs emergency contingency plan. Full driving licence and the ability to use of own or Council transport for work purposes Must be physically capable of travelling within and outside the Council boundaries independently and visit a range of premises. Occasionally visit service users/clients in their homes and at premises without any form of access for disabled persons

To participate in programme of events sometimes outside of core hours

To be on call to perform/organise marriage/civil partnership by Registrars General Licence (24 hours per day call out) registration of deaths for cultures requiring rapid burial or cremation out of normal working hours.