



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Registrar of Births, Deaths and Marriages
Service	Chief Executive Office / Customer Excellence & Business Change
Team	Registrars
Location	Shute End
Reports to	Superintendent Registrar
Worker Style	Fixed Base - Located at a defined Council office/location
Responsible for	n/a
Grade	7
Contract Type	Permanent / Full time

Main Accountabilities	
1.	To put the experience of the customer at the heart of everything you do.
2.	To provide the statutory registration service for births, still births, deaths, civil partnerships and marriages that occur within the Borough. To carry out registrations via declaration as requested by the customer and liaise with registrars at other registration districts.
3.	To conduct marriage, civil partnerships and citizenship ceremonies and to participate in the delivery of the other services such as naming ceremonies, reaffirmation of wedding vows, and other non-statutory ceremonies.
	Responsible for the production of copy certificates, carry out re-registrations and also standard and complex corrections as requested by the customer. Maintain and ensure accuracy of financial records and monitor income for the registrations. Receipting and reconciliation of income against the RBD stock into the cashbook.
4	The post holder will be responsible for the registering of faith deaths that occur at short notice out of hours or at weekends. They must also be required to work at weekends and Public Holidays as part of a predetermined rota for weddings, civil partnerships and other non-statutory ceremonies.
5	Plan and prepare for inspection visits from the General Register Office in relation to stock or financial audits and to participate in project work that underpins and advances the work and income of the service.
6	Play a lead role in the induction, training and support of new team members and Deputy Registrars, and to plan and manage the RBD appointment diary.





Person Specification	Essential	Desirable
Education/Qualifications	Good standard of education, including excellent literacy and numerical skills. Minimum of 5 GCSEs A-C, including English.	Relevant professional qualification
Experience	Experience of working within a registration environment routinely dealing with the registration of births, deaths and marriages / civil partnerships as a Deputy Registrar. Cash book and stock record keeping.	
Skills/Knowledge	Excellent IT skills across Microsoft products, particularly Excel. Effective use of business specific applications. These include RON (Registration online), Stopford (system used for bookings, processes and appointment diary), Tell us Once system. Excellent written and verbal communication skills with an ability to vary style to meet the needs of the internal and external customer. Knowledge of the legal framework surrounding registration work. Knowledge of more complex processes of registration such as re-registrations and corrections. Highly motivated. Ability to manage own workload and priorities and deal with conflicting priorities. Flexible in all aspects of service delivery and have the ability to deal calmly and reassuringly with the unexpected. Be able to exercise sound judgement and make immediate decisions based on the information presented. Ability to respond quickly, efficiently and sensitively to a range of queries and situations posed by the customer who may present at reception without prior appointment. Good planner, well organised and able to keep calm under pressure. Accuracy and close attention to detail is an essential requirement in registration.	Analysing data in Excel

Purpose Details	
Service Purpose	The registration service provides statutory services in relation to births, deaths, still births, marriages and civil partnerships. It also conducts citizenship ceremonies, provides copy certificates and participates in the delivery of other non-statutory services. The Customer Experience is at the heart of the service.





Role Purpose	To be the statutory experienced principal officer for the role of Registrar for all Births, Deaths and Marriages (RBD) along with the duties and responsibilities as laid down in the Registration Act 1953. To act as Deputy Superintendent Registrar when required and support in the smooth running of the service. Identify and support opportunities for the development and commercialisation of the service.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	<div style="text-align: center;"> <pre> graph TD A[Proper Officer for Registration] --> B[Superintendent Registrar] B --> C[Deputy Registrars] B --> D[Registrar] B --> E[Casual Registrars] </pre> </div> <p>Supervision is received from the Superintendent Registrar.</p>
Supervision Given	n/a
Contacts	Medical examiners, Coroners officers, The Home Office and the General Register Office. General practitioners and their admin teams. Other register offices, wedding venues and churches within the Wokingham Borough area. Members of the public. Colleagues and services within the Council.

Resources/Budget Management	
<p>Management and personal responsibility of secure stock and registers. Corresponding income and proper inventory management processes for auditing and ordering of stock.</p>	





Special Requirements

Full driving licence and use of a vehicle

There is a specific responsibility to maintain strict confidentiality due to the nature of sensitive and personal information.

Must not be disqualified from appointment by the Registration of Births, Deaths and Marriages Regulations 1968 - 1986

Smart professional appearance>

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	<N>
Working at Height	<N>
Exposure to Noise (>80-85dB)	<N >
Confined Spaces	<N >
Frequent Display Screen Equipment Use	<Y>
Driving for Work	<Y >
Hand Arm Vibration	<N >
Lone Working	<N >
Healthcare/Social Contact with Patients	<N >
Blood Borne Viruses Exposure	<N >
Food Handling	<N >
Working with Animals	<N >
Specialised Medical Screening	<N >
Night Working	<N >
Safety Critical Work	<N >

Nature of the Role	Details
Healthcare or Hospital Work	<N>
Working with Children (under 18)	<N>
Working with Elderly/Vulnerable Adults	<Y/N >
Work Environment Details	<Register Office dealing with the public from all walks of life>

Role Involvement	Details
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Working with Children	<N>
Working with Vulnerable Adults	<Y>
Both of the Above	<N >
Providing Care/Supervision for Children	<N >
Providing Care/Supervision for Vulnerable Adults	<N>
Both of the Above	<N >
None of the Above	N>

Disclosure and Barring Service (DBS)		Details
DBS Requirement		Standard check
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
<Details of required regular checks in line with regulations.>

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

