

JOB TITLE: Registration Officer
GRADE: H7
REPORTS TO: Senior Registration Officer/Registration Manager
TEAM: Hatfield Register Office
DEPARTMENT: Resources

Purpose of the Job

To be responsible for the effective and accurate registration of births, stillbirths, deaths, marriages and civil partnerships in the registration district and to ensure that all registrations adhere to the various statutes laid down by Parliament.

To be responsible for taking notices of marriage and civil partnership and issuing authorities for marriages and schedules for civil partnerships ensuring that all actions adhere to the various statutes laid down by Parliament.

To conduct marriage and civil partnership ceremonies in accordance with statutory requirements and also conduct non-statutory ceremonies such as renewal of vows and civil naming ceremonies

To be responsible for organising and delivery of Citizenship ceremonies in accordance with the Nationality, Immigration and Asylum Act 2002. This includes the provision of large public ceremonies and private individual ceremonies.

Main Areas of Responsibility

To be responsible for the effective and accurate registration of births, stillbirths and deaths in the Registration district and the issuing of certificates using information provided by informants coupled with information obtained from hospitals, medical practitioners and HM Coroner. This includes initiating enquiries into suspicious or unnatural deaths where the cause of death requires further investigation. To be responsible for the re-registration of births and providing appropriate advice to parents as to the implication, to register marriages and civil partnerships. To ensure the above registrations meet the legislative requirements. To be responsible for providing accurate statistics for medical and social research.

To undertake the preliminaries to marriage and civil partnership; in particular to attest notices of intent and verify eligibility to marry or enter into a civil partnership by checking the relevant documentation and consulting with the Registrar General or Home Office as necessary. To advise on and take notices for marriages to be held abroad, accounting for complex and diverse foreign laws and requirements. To issue schedules for civil partnerships and authorities for marriages which enable civil partnerships and marriages to take place.

To meet with customers prior to their wedding, civil partnership, renewal of vows or civil naming ceremony; to plan, organise and receive fees for their ceremony and update the ceremonies diary accordingly. On the day of the ceremony to manage large numbers of guests and deliver the agreed ceremony. In the event of more than one ceremony taking place on any given day and at different venues, use of effective and efficient time management ensuring all ceremonies are conducted punctually.

To account for all statutory and non-statutory fees received and for the security of stock items, in particular birth, death and marriage certificates which are of high potential value if stolen. To produce accounts, reporting these to relevant authorities. To receive and bank cash and cheques (often handling large sums of money, up to £5,000) and to account for all credit card monies taken regularly in accordance with banking protocol as laid down by the County Council. To produce receipts for monies taken and ensure that audit trails are clearly visible and recorded in the appropriate account, including those for ceremonies conducted by celebrants over the weekends.

To be responsible for liaising with all churches and religious venues, whatever their denomination, in order to obtain records of marriages conducted each quarter and deal with any problems arising. To certify and arrange payment of fees.

SUPERVISION AND SUPPORT

The Head of Registration Services is responsible for the strategic management of the service including issues such as policy decisions. The Registration Managers are responsible for the operational management of the offices. The Senior Registration Officer manages the day-to-day supervision of the post holder.

It is expected that Registration Officers operate without constant supervision and with personal responsibility for the registrations and ceremonies they undertake.

Registration Officers are responsible for the day to day running of a registration or ceremonies office. In addition, there are administrative and legislative duties attached to each office, which require excellent time management to ensure these tasks are completed within expected schedules.

JOB CONTEXT

The Registration Service has a statutory duty to maintain a complete and accurate record of all registered births, stillbirths, deaths, marriages and civil partnerships within the county and to forward records to the General Register Office.

The Registration Service also offers statutory and non-statutory celebratory services to the public including marriages, civil partnerships, civil naming ceremonies, re-affirmation of vows, citizenship ceremonies and civil funerals. These all involve in-depth planning meetings with the customer.

The Register Office for Hertfordshire is based at Hatfield and there are seven other Registration Offices across the county. Each office has the facilities to deliver the services to the public. The lifting of boundaries gives customers complete freedom of choice as to where they register within Hertfordshire.

Deputy Registration Officers provide cover in the absence of Registration Officers.

Support Officers provide a reception service in larger offices.

Work is generated by customers attending the offices for pre booked appointments, made on-line or by contacting the Registration Administrative Centre. The cycle is daily.

CONTACTS

General Register Office (GRO) – regarding legislative requirements of registrations and regarding the national database of birth, stillbirths, death and partnership registrations (RON).

HM Coroner / Hertfordshire Coroner Service - regarding the referral of deaths for further investigation and the outcomes of such investigations.

Home Office – regarding marriages of foreign nationals.

Office of National Statistics (ONS) – regarding statistics of registrations and ceremonies.

NHS Trust Child Health Unit – regarding birth notifications and NHS numbers.

District Councils – to inform that deaths have taken place in order to maintain up to date electoral registers.

Police and Immigration Service - regarding Sham Marriages.

Herts Finance – regarding income generation, bounced cheques etc

Approved Marriage Venues – Hotels and other establishments regarding the licensing of their premises for such events and the ongoing arrangements for ceremonies.

General Practitioners – regarding death registrations and completion of Medical Certificates of the Cause of Death

Hospitals and nursing homes – regarding birth and death registrations.

Register Offices in other districts - to deal with any outstanding registration or ceremonies issues that require clarification.

Churches, Mosques, Temples, Religious Society of Friends and Synagogues - regarding marriages, handing over records and payments for services rendered.

Funeral Directors, crematoria, and cemeteries - in relation to burials and cremations

Suppliers of Services - Florists, musicians, photographers etc.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Excellent communication and interpersonal skills are required and the ability to relate to people of all ages, races, sexual orientation, cultures and religions often at difficult times in their lives.

Excellent interviewing skills and the ability to extract information from informants.

Excellent presentation skills to deliver the appropriate ceremonies often in very imposing venues, occasioning a large financial investment on behalf of the customer.

Excellent time management skills and the ability to prioritise workload.

The ability to work effectively as part of a team. To be supportive of colleagues and be prepared to accept support and advice where necessary.

Good standard of English and numeracy and the ability to write legibly and the ability to spell correctly. Good IT skills and attention to detail.

Versatile and adaptable with the ability to move smoothly between diverse tasks such as, from registering a death to registering a marriage.

A car driver with access to a vehicle which is insured for business use.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity, or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).