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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Deputy Registration Officer | **POST NUMBER:** 1100EEO |
| **REPORTS TO** (Job Title):  | Registrations Service Manager |
| **DEPARTMENT:**  CBSS | GRADE: 6 |
| **JE REF:** | 769A01705 | PANEL DATE: | 29/11/2016 |
| **1.** | **MAIN PURPOSE OF JOB**To register births, deaths, marriages/civil partnerships and deal with all related administrative aspects. Conduct the range of ceremonies offered by the service from weddings/civil partnerships to citizenship, vow renewal and baby naming as well as carrying out other services such as nationality checking. To adhere to all relevant guidelines and procedures. To account for and be responsible for all related fees. To provide a responsive, polite and professional service to customers at all times. |
| **2.** | **KEY TASKS:** |
|  | i | Registration of births, deaths, marriages, and civil partnerships plus all related aspects such as re-registrations, dealing with ‘declarations’ from other register offices, corrections and taking notices of marriage/civil partnership and conducting of ceremonies.  |
|  | ii | To submit all related fees. NB Unlike the Registration Officer, the post holder is not responsible for accounting to the General Register Office for the registers and certificates ordered/used.  |
|  | iii | To deal sympathetically with bereaved relatives, and members of the public in an emotional atmosphere. Assistance is available from the Service Manager/Senior Registration Officer for matters which the post holder is unable to resolve. |
|  | iv | To have a thorough knowledge of the relevant statutes and legal guidelines relating to registration e.g. The Registration Handbooks and General Register Office Circulars. |
|  | v | To deliver the service through different media (on-line, face to face, by phone), and assimilate to changing methods as required by statute. |
|  | vi | To work outside normal hours, both at the Register Office and at venues and outstations throughout the city including Saturdays, and occasionally Sundays/Bank Holidays. |
|  | vii | To train and mentor other officers in relevant aspects of the job – particularly new officers or those working infrequently. |
|  | viii | To carry out administrative duties, answering the phone, dealing face to face with customers, searching and reproducing historical certificates, updating databases. |
|  | ix | To undertake all duties associated with the Nationality Checking Service for customers applying for British Citizenship. This includes ensuring that applicants have completed their forms correctly, the necessary documents have been supplied, and taking copies of/ certifying documents before sending the application to the Home Office. To carry out the passport checking service for customers requesting it. |
|  | x | To carry out Citizenship Ceremonies to welcome new British citizens into the community and deal with all related administration. |
|  | xi | To conduct other ‘commercial’ ceremonies such as vow renewal and baby naming. |
|  | xii | To search historical indexes and provide assistance to customers in dealing with family history enquiries. This includes processing requests for copies of certificates and preparing copies of register entries using manual and computerised systems |
|  | xiii | To identify and take appropriate action to deal with forced/sham marriages and civil partnerships including notifying the relevant enforcement authority for action. To report suspected fraudulent birth/death registrations or certificate applications. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting – NoneDirect: NoneIndirect: To occasionally train other officers in relevant aspects of the job – particularly new officers or those working infrequently.  |
| **4.** | **CREATIVITY & INNOVATION**The Handbooks for Registration Officers provide the guidelines to meet statutory requirements and other national and council guidance is provided for other aspects of service delivery, the jobholder must deliver these with care and empathy. The post holder generally has limited discretion as they must follow the statutory and national guidelines (or council procedures). However these sometimes require a degree of interpretation in the particular circumstances. Problems must be solved sympathetically, whilst giving due care and attention to statutory and Council guidelines. Please note that the Registrations Service Manager, The Senior Registration Officer, General Register Office (and similar governing bodies) are available to provide assistance in the interpretation.The post holder must follow strict procedures in handling customer’s personal and sensitive information.The job holder must react to the changing climate of customer emotion, whilst remembering there is a task to be completed. This requires a high level of customer care and inter-personal skill.Ceremonies can be emotional - the job holder must be able to react responsibly in sensitive situations. Problems must be solved sympathetically, whilst giving due care and attention to statutory and Council guidelines.Highlight areas for service improvement to the Service Manager/Senior Registration Officer.  |
| **5.** | **CONTACTS & RELATIONSHIPS**Internal Registrations Service Manager and Senior Registration officer on all aspects of registration (available to assist the post holder in complicated maters)Other Registration Office and City of York Council staff – day to day in operational delivery**External** Generally routine, non contentious contact with the following:Members of the public (new parents, bereaved relatives, couples entering into marriage/civil partnerships)Funeral DirectorsCoroners OfficersHospital staff (Cashiers , Bereavement Officers, Nurses, Maternity Records staff, Doctors)Staff at wedding venues, Photographers/Video operatorsStaff at Surestart Centres (Children’s Centres)Central Government Officers Members of the Clergy |
| **6.** | **DECISIONS – discretion & consequences**There are statutory requirements, council and nationally determined policies, procedures and standards specifying how work should be done and the post holder must be disciplined in following these requirements. Occasionally a degree of interpretation is required. Examples of decisions requiring interpretation include whether a marriage should go ahead perhaps because there are discrepancies in paperwork, a person lacking the necessary mental capacity or a suspected forced marriage. The consequence would be the wedding not going ahead (this is a very rare occurrence). The post holder might also need to decide whether to report a death to the coroner (which has not been reported by a doctor) and which could lead to a delay in a funeral. Assistance in reaching these decisions is generally available from the Registrations Service Manager, Senior Registration Officer and/or General Register Office (or other appropriate governing body).In all the tasks related to this post, the customer’s feelings and reactions must be considered. To carry out the role professionally and with empathy enhances the reputation of City of York Council as a service provider, and has a positive impact on all service users. For example, the consequence of failing to provide excellent front facing ceremonies would be to spoil a life-long memorable event for the customer(s). Ceremonies regularly have audiences of 100+ people.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)*Description ValueOffice key holder - ensuring that the building is locked and the alarm system is activated upon leaving the building. The Registrations Service manager is responsible for the building Finance\*\* £10-£20K per annum\*\*The post requires handling cash, cheques and postal orders. Accounts must be balanced daily. The post holder must prepare weekly banking records in preparation for cash etc. being collected by a security company. |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands**Job requires attention to detailWork is generally planned, however last minute changes do occur and the post holder will be required to move seamlessly between tasks. Deadlines are specific, attendance at ceremonies and appointment systems.Provide regular ‘returns’ on finance and stock (on a daily, weekly, quarterly and annual basis)**Physical demands**Some lifting and carrying of heavy items such as boxes of papers**Work conditions**Occasional requirement to attend “deathbed marriage” outside normal hours.Sometimes domiciliary visits are necessary e.g. if a mother was housebound.Jobholder must be comfortable in highly public situations.Jobholder must be comfort able in highly emotional one to one interviews.Register Office is the main working environment. Hospital and Children’s Centres are regularly attended.Ceremony venues throughout the city vary from hotels and historic buildings which are regularly attended.Some ceremonies take place outside.The post holder will be required to dress appropriately.**Work context**Lone working in offices in Register Office, Ceremony Venues and Children’s Centres.The jobholder will deal with members of the public on a daily basis in a comfortable working environment. The potential risk of injury from this environment is extremely unlikely.There is a potential risk of occasional verbal abuse from customers, the risk of physical abuse is minimal.Some customers may be under the influence of alcohol.The post involves switching between customers displaying different kinds of emotions e.g. a wedding to a death registration.The work is carried out in compliance with the Councils procedures and working practices under health and safety legislation, data protection and equalities policies.The Registration Service has a large and diverse customer base. It is used by citizens of York and elsewhere. The post holder is very visible and contributes towards the work of other council plan priorities particularly around helping the least advantaged residents and thriving local businesses.  |
| **9.** | **KNOWLEDGE & SKILLS**The jobholder must have:-* A detailed knowledge of the Handbooks for Registration Officers, and relevant statute.
* A detailed knowledge of the requirements relating to Nationality and Passport Checking. Plus the detailed requirements around delivering Citizenship ceremonies.
* The ability to digest and apply regular updates to the guidance
* The ability to explain requirements and processes to customers in simple terms – English is not the first language of some customers.
* The ability to deal sensitively with people in a highly emotional state and in emotionally charged atmospheres.
* Ability to use specialist web-based business applications such as RON (Registration on line), and RSS (the system used prior to RON) and ‘Tell us Once’.
* Excellent inter-personal and communication skills
* Commitment to high quality customer service in a highly sensitive area and an ability to understand the needs of different customers.
* Active listening and research skills
* Numerate with the ability to process financial transactions
* Attention to detail
* Knowledge of the local area
* Clear legible handwriting
* Ability to speak confidently in public.
* Ability to train/mentor less experienced staff

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Registrations Service Manager Other jobs at this level: Registration Officer, Ceremonies and Certificates Officer, Celebration OfficerThis postDeputy Registration OfficerJobs reporting up to this one: None |