

Job Description



Job Title: Registration and Ceremonies Officer	Service Area: Registration Service	
Directorate: Licensing & Regulatory Services	Post Number: 38144	Evaluation Number: 6281/6282.
Grade: Scale 6/SO1	Date last updated: 21/04/2022	

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To provide efficient and effective registration services for births, deaths, marriages, civil partnerships and administration of Citizenship ceremonies in line with the statutory framework and service standards as determined by the Proper Officer appointed by the Council.

The tasks and Accountabilities below are to be undertaken (unless otherwise specified) by staff on Grade SC6 and SO1

Job Summary

1. The postholder reports to the Deputy Registration Services Manager
2. The postholder will be required from to Deputise for the Registrar of Births and Deaths and the Superintendent Registrar
3. The post holder has no line management responsibility
4. The postholder has no budget responsibility
5. The postholder will be expected to work evenings, weekends and occasional public holidays, in order to meet service requirements.
6. The post holder may be required to adhere to an agreed dress code.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

General Duties

- Dealing politely and courteously with personal callers
- Dealing promptly and efficiently with correspondence
- Make bookings for customers wishing to use our services , either via telephone, internet or face to face
- Searching of manual and computerised indices for historic records of births, deaths and marriages
- Preparation of hand written and computerised copies of birth, death and marriage certificates
- Assisting customers with completion of forms
- General photocopying, filing etc.
- Booking of venues, catering and civic dignitaries for citizenship ceremonies.
- To perform other duties within the competence of the postholder, which may be required, reasonably, from time to time.
- To work flexibly and as an effective team member.
- To participate in and contribute to work planning, briefings and staff meetings.
- To assist with the continuous professional development of yourself and others as well as helping with the training and supervision of new starters
- Accounting for all monies received daily

Registration Duties

- Registration of Births, Deaths, Marriages and Civil Partnerships as required and in accordance with registration legislation.
- To be appointed as RBD, Deputy RBD or interim RBD (where necessary) and to undertake statutory duties as required in accordance with registration legislation.

- Issuing certificates for disposal of deceased and provide advice on removal and disposal as appropriate
- Notify Coroner of certain deaths, in accordance with GRO guidelines
- Notify certain organisations of deaths of people in certain professions or receiving certain occupational pensions
- To advise and deal with applications for corrections, re registrations, and change of forename in accordance with guidelines issued by the Registrar General
- Attest notices of marriage and civil partnership
- Prepare and send copies of notices for comparison to other registration districts as appropriate.
- File notices received from other districts accurately.
- Interview couples prior to marriage/civil partnership prior to their ceremony to establish there is no fundamental difference between information contained on notices and that given on the day
- Issue of certified copy certificates as appropriate and account for fees.
- To be responsible for the maintenance, security and safety of all registers, schedules, certificates and other documents

Ceremony Duties

- Compiling and maintaining records of bookings, provisional bookings and following up on un-confirmed bookings.
- Ensuring all appropriate fees are received prior to ceremonies take place.
- Liaise with approved venues to ensuring licensing arrangements are up to date and appropriate appointment times are available.
- To perform all duties required by law as a Registrar of Births, Deaths, Civil Partnerships and Marriages, and whilst acting as a Deputy Superintendent Registrar for duties as required by the Superintendent Registrar.
- To be appointed as RBD or interim RBD (where necessary) and to undertake the statutory duties as required in the role

Those staff who are on SO1 or higher grade will undertake the responsibilities below. Staff will be able to move from the SC6 grade to the SO1 grade through the appraisal process. Staff currently on the SC6 grade will only be able to perform these duties under the supervision of a SO1 or higher grade.

- Be fully competent and to conduct without supervision marriage ceremonies, civil partnership ceremonies and citizenship ceremonies.

Other Duties

- Taking responsibility for continuing self-development and participating in training and development activities.
- Participating in the ongoing development, implementation and monitoring of the service plans and annual GRO report
- Supporting and contributing to value for money, service efficiencies and improvements.
- The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT
KNOWLEDGE: Knowledge and awareness of the cultural diversity of the Borough and how it might impact on the provision of Registration Services in Newham. A working knowledge of legislation relating to the registration service.		Application Form/Interview Application Form/Interview/ Test

<p>Ability to deal tactfully and sensitively with the public.</p> <p>Ability to work effectively as part of a team.</p> <p>Ability to organise your workload and to work under pressure.</p> <p>Knowledge of how to consult with the GRO to ensure legal compliance with Registration law.</p> <p>Knowledge of procedures for producing historical birth certificates.</p> <p>Good communication skills both verbally and in writing at all levels</p> <p>SO1</p> <p>Knowledge of how to organise and conduct marriage and citizenship ceremonies.</p> <p>A working knowledge of legislation relating to the registration and citizenship ceremony services</p>		<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>EDUCATION/QUALIFICATIONS GCSE Level or Equivalent in Mathematics and English</p>		<p>Application Form/Interview</p>
<p>EXPERIENCE:</p> <p>Experience of using the RON registration system.</p> <p>Experience of registering births, deaths and marriages.</p> <p>Experience of using databases, the Internet, E-mails and Microsoft Office software.</p>		<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

Experience of dealing with customers in highly emotive circumstances		Application Form/Interview
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Demonstrates high ethical standards, personally and professionally, acting with integrity at all times in dealing with staff and public</p> <p>Displays assertiveness and independence of thought and action within agreed boundaries.</p>		<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <p>Must demonstrate a willingness to embrace change and implement new ideas on service delivery</p> <p>The presence and ability to conduct ceremonies before large groups of people in a friendly and dignified manner.</p> <p>Willingness to work Saturdays, Sundays and Bank Holidays when required to do so.</p> <p>Ability to work on own initiative and to plan own work and that of others so that statutory and other procedures are complied with.</p> <p>Ability to travel throughout Council's area in order to officiate as celebrant at various venues</p>		<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>