


<b>Profile Title:</b>	Assistant Registration Officer	 <b>BARNSLEY</b> Metropolitan Borough Council			
<b>Reports to:</b>	Deputy Superintendent Registrar				
<b>Employee Management:</b>	None	<b>Grade:</b>	03	<b>Profile Ref:</b>	132441
<b>Purpose of the Post</b>					
The Assistant Registration Officer is responsible for overseeing the registration processing of all statutory and associated functions. The post will ensure full compliance with the Registration Service Act 1953 and the Statistics and Registration Service Act 2007.					
<b>Responsibilities</b>					
<ul style="list-style-type: none"> <li>Ensures non-discriminatory behaviour and legal compliance.</li> <li>To always deliver services with an excellent level of customer service.</li> <li>To be responsible for the collection of fees paid into Registration Services, reconciliation of customer payments, maintaining accurate financial records and closely monitoring for fraud.</li> <li>Aware of process changes regarding births, still births, deaths, civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies.</li> <li>To support and maintain completed registers of births, deaths, civil and religious marriages, civil partnership, conversions and citizenship ceremonies for all registrations made within Barnsley, ensuring searches in indexes and copy certificates are issued from deposited and electronic registers.</li> <li>To perform certificate production in a timely and accurate manner using locally held records and registration systems and maintaining accurate records for audit purposes.</li> <li>To perform duties within the General Office, allocating bookings for customers, dealing with general enquiries, problem solving and updating of computerised systems.</li> <li>Answer telephone, email and face to face enquiries providing information to customers in compliance with Registrar General's processes and procedures.</li> <li>Liaise and collaborate with internal and external stakeholders including the Coroner, hospitals, General Practitioners, Funeral Directors, crematorium and approved premises to ensure our customers receive a seamless registration process which supports the customer journey.</li> </ul>					
<b>Education and Training</b>					Measure Rank
Level 2 qualification (Maths and English) <b>OR Equivalent Experience*</b>					A/C E
Willingness to undertake the IOSH Working Safely course					A E
<b>Relevant Experience</b>					Measure Rank
*Experience of delivering excellent customer service in a busy, customer focused environment.					A/I E
*Experience using both computer and manual information systems and Microsoft Office packages.					A/I E
*Experience of checking the accuracy of documents quickly and effectively.					A/I E
Proven experience of working with highly confidential and sensitive information.					A/I E

<ul style="list-style-type: none"> <li>Experience working in the civil registration service.</li> </ul>	A/I	D
<b>General and Special Knowledge</b>	<i>Measure</i>	<i>Rank</i>
<ul style="list-style-type: none"> <li>*Reasonable understanding of local and national strategy, legislative, statutory, internal or external regulations and policies in relation to birth, still births, death, civil and religious marriages, civil partnership and citizenship ceremony registration services.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Good understanding and knowledge of information governance UK GDPR and always maintaining confidentiality.</li> </ul>	A/I	E
<b>Skills and Abilities</b>	<i>Measure</i>	<i>Rank</i>
<ul style="list-style-type: none"> <li>Proven organisation, flexibility, problem solving and time management skills with the ability to work under pressure, be self-motivated and use own initiative.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Good interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats by maintaining a calm, polite and professional manner with a diverse range of people in often sensitive situations.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to work under pressure and manage conflicting demands.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Good numeracy and literacy skills, with neat and accurate handwriting and attention to grammatical detail.</li> </ul>	T	E
<ul style="list-style-type: none"> <li>Ability to handle and process manual and computerised information ensuring a high level of accuracy, confidentiality and attention to detail.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to work flexibly as part of a team and to use own initiative.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Excellent customer service skills and good listening skills, with the ability to communicate effectively and confidently with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Handling and processing cash.</li> </ul>	A/I	D
<b>Additional Requirements</b>	<i>Measure</i>	<i>Rank</i>
<ul style="list-style-type: none"> <li>Willing to work agile and flexibly, in accordance with policies and procedures to meet the operational needs of the Council.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Willing to undertake training and continuous professional development in connection with the post.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Work in accordance with the Council's vision, priorities, values and behaviours.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Able to undertake any travel in connection with the post.</li> </ul>	A/I	E

If you do not hold a level 2 qualification then you must be able to demonstrate all criteria marked with an \* to demonstrate comparative experience.

If you do hold a level 2 qualification, it is not necessary to demonstrate that you can meet the criteria marked with an \*.