


Profile Title:	Registration Officer (Deputy Registrar)	 BARNSLEY Metropolitan Borough Council			
Reports to:	Registrar of Births and Deaths				
Employee Management:	None	Grade:	06	Profile Ref:	79735
Purpose of the Post					
<p>The Registration Officer or (Deputy Registrar) is a statutory role and responsible for the processing of all births, still births and deaths and delivery of civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies and overseeing the administration 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.</p>					
Responsibilities					
<ul style="list-style-type: none"> Responsible for the confidential registration of births, still births and deaths and delivery of civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies within statutory time limits and are performed in accordance with legislation, regulations and instructions issued by the Registrar General. Ensures non-discriminatory behaviour and legal compliance. To always deliver services with an excellent level of customer service. 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. Keep abreast of legislative changes with births, still births, deaths, civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies including proactive awareness or suspicion of sham marriages. Processing of the Department for Works and Pensions Tell Us Once service ensuring the timely and efficient onward transmission of notifications of death to approved Council and partner services. To maintain registers of births, still births, deaths, civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies for all registrations made within Barnsley, ensuring searches in indexes and copy certificates are issued from deposited and electronic registers. Responsible for corrections, annotations, re-registrations, adoption orders and any other legal matters relating to completed registrations. To perform certificate production in a timely and accurate manner using locally held records and registration systems and maintaining accurate records for audit purposes, and personal responsibility for security and transport of own stock allocation. To perform duties within the General Office, allocating bookings for customers, dealing with general enquiries, problem solving and updating of computerised systems. Answer telephone, email and face to face enquiries providing information to customers in compliance with Registrar General's processes and procedures. 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. To perform nominated duties such as quarterly checking, greens, chasing unregistered births and deaths etc. 					

<ul style="list-style-type: none"> To attest Notices of Marriage and Civil Partnerships, act as Deputy Superintendent Registrar or Deputy Registrar as required; including being available out of normal office hours to deliver ceremonies by Registrar General's Licence. 		
Education and Training	Measure	Rank
<ul style="list-style-type: none"> Level 2 qualification (Maths and English) OR Equivalent Experience* 	A/C	E
<ul style="list-style-type: none"> Willingness to undertake the IOSH Working Safely course 	A	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> *Experience of delivering excellent customer service in a busy, customer focused environment. 	A/I	E
<ul style="list-style-type: none"> *Experience of interpreting and applying complex legislation in a work environment 	A/I	E
<ul style="list-style-type: none"> *Experience using both computer and manual information systems and Microsoft Office packages. 	A/I	E
<ul style="list-style-type: none"> *Experience of checking the accuracy of documents quickly and effectively. 	A/I	E
<ul style="list-style-type: none"> Experience working in the civil registration service. 	A/I	D
<ul style="list-style-type: none"> Experience of working with a large audience. 	A/I	D
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> *Knowledge 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, conversions, non-statutory and citizenship ceremony registration services. 	A/I	E
<ul style="list-style-type: none"> Good understanding and knowledge of information governance UK GDPR and always maintaining confidentiality. 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Ability to interpret, undertake and follow the legal, accurate and legible recording of registration of births, still births, deaths, civil and religious marriages, civil partnership, conversions, non-statutory and citizenship ceremonies in accordance with legislation and guidelines. 	A/I	E
<ul style="list-style-type: none"> Proven organisation, flexibility, problem solving and time management skills with the ability to work under pressure, be self-motivated and use own initiative to effectively resolve issues and prioritise tasks. 	A/I	E
<ul style="list-style-type: none"> Excellent interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats and resolve conflicts with members of the public, other employees and external organisations by maintaining a calm, polite and professional manner with a diverse range of people in often sensitive situations. 	A/I	E
<ul style="list-style-type: none"> Ability to work under pressure and manage conflicting demands, handling difficult situations and reconciling conflicting / sensitive situations. 	A/I	E
<ul style="list-style-type: none"> Good numeracy and literacy skills, with neat and accurate handwriting and attention to grammatical detail. 	T	E

<ul style="list-style-type: none"> Ability to handle and process manual and computerised information ensuring a high level of accuracy, confidentiality and attention to detail. 	A/I	E
<ul style="list-style-type: none"> Ability to work flexibly as part of a team and to use own initiative to make minor decisions with minimal supervision. 	A/I	E
<ul style="list-style-type: none"> 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. 	A/I	E
<ul style="list-style-type: none"> Handling and processing cash. 	A/I	D
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work agile and flexibly, in accordance with policies and procedures to meet the operational needs of the Council. 	A/I	E
<ul style="list-style-type: none"> Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the Council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> Able to undertake any travel in connection with the post. 	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 *.