


Profile Title:	Registration Officer	 BARNSLEY Metropolitan Borough Council			
Reports to:	Section Leader / Registrar of Births and Deaths				
Employee Management:	None	Grade:	5	Profile Ref:	79735
Purpose of the Post					
To deliver a full range of registration services which comply with Registrar General's guidelines and the legislation relating to the civil registration process.					
Responsibilities					
<ul style="list-style-type: none"> To register births, deaths, still births, marriages and civil partnerships in a legal, accurate, confidential and timely manner and issue certified copies of certificates, undertaking the statutory role of Deputy Registrar. To have a detailed and up to date understanding of registration legislation. To attest notices of marriages and civil partnerships and conduct statutory and Non-statutory ceremonies being available for out of normal office hours to Conduct or register ceremonies including those by the Registrar General's licence. Provide reception service, making appointments for customers and maintaining back office systems. Produce documents using software applications e.g. Microsoft Word, Excel, PowerPoint etc. Answer telephone, email and face to face enquiries providing information to customers in compliance with General Registrar's guidelines. To deliver services with an excellent level of customer service at all times. Liaise with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained, and delivering joint services where appropriate. To deliver the Tell Us Once service. Accurately input information into computer systems and spreadsheets and produce standard reports. Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customers. Input, check and maintain a variety of electronic and paper-based systems, ensuring information is accurate and stored appropriately. Maintain awareness of and abide by legislation, guidelines, policies and procedures which impact on how the service is delivered. Responsible for the collection of fees and charges, reconciling and banking monies and maintaining auditable records. To effectively manage and transport responsibly allocated registration stock. 					

Education and Training	Measure	Rank
<ul style="list-style-type: none"> Level 2 qualification or equivalent (e.g. 4 GCSEs at Grades A*-C). ECDL qualification or equivalent 	A/C	E
	A/C	D
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Experience of providing a direct service to the public in a busy, customer focused environment 	A/I	E
<ul style="list-style-type: none"> Experience using ICT and manual information systems, and use of Microsoft Office packages and the Internet. 	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 of interpreting and applying complex legislation in a work environment. 	A/I	D
<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"> To have a detailed and up to date understanding of relevant legislation. 	A/I	E
<ul style="list-style-type: none"> Good working knowledge of computer based systems including Microsoft Office. 	A/T	E
<ul style="list-style-type: none"> Knowledge of the importance of confidentiality. 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Good communication and interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats with members of the public, other employees and external organisations. 	A/I	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 under pressure maintaining a calm, confident, polite and professional manner, using tact and diplomacy with a diverse range of people in sensitive situations. 	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"> Good numeracy and literacy skills, with neat and accurate handwriting, with attention to grammatical detail 	A/T	E
<ul style="list-style-type: none"> Excellent organisational and prioritisation skills, to ensure targets are achieved. 	A/I	E
<ul style="list-style-type: none"> Excellent customer service, listening and negotiation skills, with a positive attitude to work and the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. 	I/T	E
<ul style="list-style-type: none"> Cash handling skills 	A/I	D

Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work 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. 	I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post. 	A/I	E