To accompany job description and person specification when required

Job title: Registration Officer

Directorate/Service/Team: Public Health and Prevention/Regulatory Services/Registration Services

**Organisation structure**

Reporting to: Operations Manager (Central Services)

The Registration Service head office is at The Dorset History Centre, Bridport Road, Dorchester, DT1 1RP and has offices based at:

* Blandford
* Bridport
* Dorchester
* Gillingham
* Wareham
* Weymouth
* Wimborne

The post is primarily to deliver specialised registration services relating to birth, death, marriage, civil partnership and citizenship duties this includes booking appointments and ceremonies, registering these key life events and providing cover for colleagues which may be at short notice and in any of the offices across the county and first point of contact services for customer requests.

This is a 37 hours per week position working Monday to Friday. Working hours must include 9am to 5pm Monday to Friday. This post is not part of the flexitime scheme. You may also be asked to work occasional Saturdays but this will be by mutual agreement.

The post holder will:

* Provide cover for registrars including annual leave, meetings, training and sickness
* Provide additional registrar cover during busy periods
* Provide first point of contact services for customers in the dedicated contact centre
* Attend team meetings and training
* Undertake ad hoc project work
* Provide additional administrative work at head office as required

**Context of work**

The post holder will be based at the Registration Services head office in Dorchester but will be required to work at registration offices throughout Dorset as required, some of which will require lone working. They may be responsible for unlocking/ locking premises and deactivating/ activating alarms at an office.

Whilst undertaking registering duties, the post holder will be responsible for delivering the day-to-day operation of the service from the relevant registration office. This means the post holder is expected to handle the full range of customer demands presented at the office, and undertake associated administrative duties, pulling remote support from registration head office as and when required. Duties will include registering births, deaths, stillbirths, marriages, civil partnerships and citizenships.

Whilst working in the contact centre the postholder is first point of contact for customers either by phone, email or in person. They will be using their technical registration knowledge to deal with a broad range of potential enquiries or requests relating to:

* + births
  + deaths
  + marriages
  + civil partnerships
  + citizenship and nationality
  + discretionary ceremonies
  + copy certificates

Requests may include:

* + booking appointments and ceremonies
  + providing advice and information
  + follow up action such as resolving problems
  + taking and processing payments and certificate applications

**Travel requirement**

The post holder will be required to provide their own car to travel to registration offices throughout the county, they may also be required to travel to other destinations for home/hospital/prison registrations and attending meetings.

The Dorset Travel Scheme is applicable to all employees. Where more than one employee is attending a work event every effort should be made for employees to travel together to minimise the cost of a journey to the Council.

**Other information**

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

The post holder needs to be flexible, emotionally resilient and able to deal with unexpected situations in potentially stressful circumstances.

Appointment to the role will be subject to receipt of a satisfactory DBS check.

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| **Context statement prepared by:** | | | |
| Manager | Olivia Taylor | Date | June 2025 |