

Job description

Job title: Registration Officer
Grade: Dorset Grade 8
Job evaluation reference: CS735
Job family: Legal and Political

Purpose and impact

To deliver specialised statutory registration services relating to birth, death, marriage, civil partnership and citizenship events. This includes booking appointments and ceremonies; registering these key life events and providing cover for colleagues, which may be at short notice

Key responsibilities

1. To provide the full range of frontline registration duties in local registration offices across Dorset.
2. To receive and resolve all registration service enquiries and requests received by the Registration Services Contact Centre in accordance with customer purpose, statutory guidance and service principles. This includes:
 - Provision of information and advice to both customers and other members of staff.
 - Booking appointments and ceremonies.
 - providing advice on legislation
 - Processing certificate orders.
 - Preparing documentation for appointments (including reconciling and chasing from third parties).
 - Raising and chasing payments.
 - Taking, processing and reconciling payments in accordance with Dorset Council financial and service procedures.
 - Identifying and reporting potential fraudulent activities or safeguarding issues.
 - Handling customer complaints.
 - Completing a range of administrative duties.
 - Ensure sufficient stocks of stationery and information packs are maintained.
3. To provide cover for Ceremony Officers undertaking the full range of duties.
4. To continually build up technical and legal knowledge through seeking support for following through with and resolving complex enquiries that are outside current scope of knowledge.
5. To assist in induction training of new members of registration staff.
6. To assist the service management team with ad hoc project work.
7. To contribute to the continuous improvement of the service.
8. The post holder is a 'Deputy Registrar of Births, Deaths and Marriages' and 'Deputy Superintendent Registrar' as designated under the Marriage and Registration Acts and is



personally responsible for the performance of their duties and liable for any offences committed in respect of those duties.

9. The post holder is also a 'Civil Partnership Registrar' and 'Authorised Person' under the Civil Partnership Act.

Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Operations Manager (Central Services)

Responsibility for: n/a

Other factors

Resources:

10. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
11. Responsible for capturing, processing and safe keeping of financial transactions involving credit/debit card data and cash.
12. When working in a local registration office, accountable for the day to day operation including;
 - Day to day security of office (locking/unlocking/activating/deactivating alarm).
 - Tidy and organised working environment.
 - Reporting premises and equipment maintenance issues.
 - Correct operation of hearing loops.
13. Responsible for the day to day usage and security of designated 'controlled stock' (central government secure asset) including birth and death certificates and Medical Certificate of Cause of Death books.

Working environment:

15. The post is mainly office based with some home-working but occasional work is required at:
 - Hospitals / hospices
 - Prisons
 - Customer homes
 - Approved premises.
16. Post holders are travelling officers and are expected to provide cover at any of the offices or Approved Premises, including at short notice.
17. The post holder will generally be a lone worker whilst working in a local registration office.
18. Post holders must be of a smart and professional appearance as befits their customer facing role.



Contacts and relationships:

19. Contacts are constant, wide ranging, at all levels and are a key element of the post. The postholder receives all incoming contacts for the service, this ranges from members of the public to partner organisations (hospitals / GP's), central and local government organisations (HM Passport Office, Home Office Immigration Enforcement) private businesses (funeral directors), Councillors and other dignitaries.
20. Contacts from members of the public are often at extreme emotional times of their lives i.e. state of distress due to bereavement, including stillbirths and deaths of children, or elation due to birth of a baby, or they are frustrated as they urgently need copy certificates as their employment pay has been withheld or their passports have expired.
21. The postholder will be in face to face contact with members of the public for approximately 80% of their working day when in local registration offices and will be in contact with members of the public by phone and email for approximately 90% of their working day when in the contact centre and is expected to independently resolve the customer's requirements without reference to a manager except in complex cases.

Work demands:

22. Dorset Council's flexible working arrangements do not apply to this post.
23. Unless already part of the postholder's agreed working pattern, occasional out of hours working will be required including Saturdays.
24. The workload and tasks are customer led and pre-determined (eg appointments) and the postholder has little discretion to vary these.
25. Maintaining resilience to handle peaks in customer demand and interruption to tasks is required, and for handling constantly changing emotional states of customers and their circumstances.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

| Qualifications, training or registrations Required by law or essential to the performance of the role or both | Assessed through: |
|--|---|
| 1. Educated to degree level or proven track record of equivalent ability. | Application form |
| 2. GCSE's (or equivalent) (Grade C / Level 4 or above) in English and Maths or equivalent ability evidenced from testing. | Application form |
| Experience | |
| 3. Relevant and transferable experience of working in a high volume customer demand led environment. | Application form |
| 4. Previous experience of working with computerised systems. | Application form |
| 5. Previous experience of regularly using own initiative without reference to others and being accountable for the outcome. | Application form |
| Knowledge | |
| 6. Good understanding of a range of office practices (reception, text processing, telephony, database management). | Application form Interview Assessment |
| 7. Basic understanding of Registration Services at entry level progressing through to good understanding post entry. | Application form Interview Assessment |
| 8. Good understanding of customer perspective | Application form Interview Assessment |
| Skills and abilities | |
| 9. Good interpersonal and oral communication skills; confident in dealing with people. | Interview Assessment |
| 10. Good written communication skills. | Interview Assessment |
| 11. High level of ICT skills including Word, Excel, Powerpoint, internet and communication channels. | Interview Assessment |
| 12. Ability to assimilate and summarise information rapidly. | Interview Assessment |
| 13. Flexible and resilient approach to dealing with busy workloads and working to defined deadlines without reference to others. | Interview Assessment |
| 14. Ability to use own initiative and work with minimal supervision. | Interview Assessment |



| | |
|--|----------------------|
| 15. Ability to promote a good team working environment and manage working relationships within and across team boundaries. | Interview Assessment |
| Our values | |
| 16. Respect | Interview Assessment |
| 17. Together | Interview Assessment |
| 18. Accountability | Interview Assessment |
| 19. Openness | Interview Assessment |
| 20. Curiosity | Interview Assessment |
| Other | |
| 21. Positive or growth mind-set, showing willingness to: <ul style="list-style-type: none"> • Commit to continuous learning • Experiment with new ways of working and thinking | Application form |
| 22. Proactive and responsive. | Application form |
| 23. Capable and willing to follow principles and procedures consistently | Application form |
| 24. Ability to adapt to new ways of working and changing technology. | Application form |
| 25. Able to fulfil the travel requirements of the post. | Application form |

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

| Qualifications, training or registrations | Assessed through: |
|---|--------------------------|
| 26. OCR Level 3 Certificate in Text Processing (Business Professional) (or similar) or equivalent ability evidenced from testing. | Application form |
| 27. ECDL or equivalent IT qualification or equivalent ability evidenced from testing. | Application form |

Approval

Manager's job title: Kirsty Riglar Service Manager - Registration Services

Date: January 2023

