

## Job Description

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| <b>Job Title</b>                            | Senior Registration Officer |
| <b>Directorate</b>                          | City Law and Governance     |
| <b>Service Area</b>                         | Register Office             |
| <b>Grade</b>                                | 5                           |
| <b>Competency Level</b>                     | 2                           |
| <b>Salary</b>                               | £30,060 - £34,314           |
| <b>Job Type</b>                             | Office Based                |
| <b>Location</b>                             | City Wide                   |
| <b>Disclosure and barring service (DBS)</b> | Not required                |
| <b>Job Evaluation Ref No</b>                |                             |

## Job Purpose

- Provide a first class professional Registration Service for Liverpool to meet fully the needs of its customers and comply with current statutory requirements
- Register births, stillbirths, civil marriages, civil partnerships and deaths and take notices of marriage and civil partnership according to current legislation
- Conduct civil marriages and other ceremonies as required at the Register Office and at approved premises in Liverpool
- Supervise registration support staff as required
- Be fully competent in the use and daily maintenance of the range of computer applications in use

## Directly Responsible To:

- Senior Registration Officers have a direct and personal responsibility to the Registration Services Manager for all financial transactions
- They are responsible to a Senior Registration Service Co-ordinator/Registration Services Co-ordinator for the management and direction of their day-to-day work

## Main Areas of Responsibility:

- Register births, stillbirths and deaths in Liverpool and take notices of marriage/civil partnership according to the various Acts and Regulations governing the Registration Service
- Maintain and keep safe allocated stocks of birth, marriage and death certificates and ensure their proper use and distribution according to current legislation and the accounting procedures in place at the Register Office

- Register civil marriages and civil partnerships at the Register Office and at a range of approved venues throughout the Liverpool City Council area
- Conduct civil marriages, civil partnerships and all other ceremonies appropriate to the grade
- Have a personal responsibility to keep themselves up to date with relevant and changing statutory requirements
- Remain fully conversant with all databases and other IT applications in use and undergo refresher courses or training for new elements as necessary
- Any Senior Registration Officer is required to undertake, at any time, project work or business development work according to the requirements of the service

### **Supervision and Management Responsibility:**

- Work as a supervisor in the general office or ceremonies team supervising certificate production and reception team
- Train other staff to deputise for them during absence

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## Physical Demands of the Job:

- The work includes travel to various ceremony venues and lengthy periods of standing for the conduct of ceremonies
- Many venues are located within the city centre. There is a requirement to attend multiple ceremonies in one day. Travel between city centre venues can only be achieved on foot
- There is also a need to use step stools for taking down, searching through and replacing A3 size registers from shelves up to ceiling height and a requirement to carry documents and registers between the Library and the Register Office

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

## Hours of work

- Standard hours of work are 35 hours per week including 1 Saturday on a 4 week rota
- All weekend allowances and overtime payments will be made in line with current Liverpool City Council policies no contractual right to work any minimum level of overtime hours
- From time to time you may be required to work on Sundays or Bank Holidays. Payment will be made in accordance with current Liverpool City Council policies and procedures
- Working hours flexibility and personal time management are essential requirements in the work of a Registration Officer

## Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

### Qualification and training

#### Essential

- Fully trained in all aspects of Birth, Death, Marriage and Civil Partnership Registration (I, A)
- Trained in ceremony delivery, with experience of delivering marriage, civil partnership or citizenship ceremonies. (I, A, P)
- Fully trained in taking Notices of Marriage and Civil Partnership (I,A)
- Proven operational background within the Registration Service with the emphasis on consistent customer service delivery and strict deadlines. (I, A)

#### Desirable

Driving Licence and access to a car insured for business use

### Experience

#### Essential

- Recent experience of delivering ceremonies including writing or adapting scripts (I, A)
- Computer literate, used to working regularly with standard Windows-based applications, databases, and e-mail (I, A)

- Demonstrable experience of communicating effectively, verbally and in writing in a mature, professional, and tactful manner (I, A)
- Accustomed to dealing with members of the public whose first language may not be English (I, A)
- Experience of working effectively, independently or under supervision, as part of a busy, customer focussed team (I, A)

## Skills/Abilities

### Essential

- Able to understand and interpret sometimes complex legislation and pay attention to detail with a realisation of the importance of absolute accuracy (I, A)
- Able to work directly with the public and maintain confidentiality (I, A)
- Able to spell accurately with clear, neat, and accurate handwriting for entering information in registers and reproducing copy certificates (I, A, T)

## Commitment

### Essential

- A personal commitment to the provision of a premier Registration Service for the people of Liverpool (I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council