

Job Description

Job Title	Registration Officer
Directorate	Law and Governance
Service Area	Register Office
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Office Based
Location	Register Office and City wide approved venues
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

- Provide a first class professional Registration Service for Liverpool to meet fully the needs of its customers
- Deputise for Senior Registration Officers in the registration of births, stillbirths, civil marriages, civil partnerships and deaths according to current legislation
- Conduct civil marriages and other ceremonies as required at the Register Office
- Search birth, marriage and death register entries and provide copies or duplicates of certificates
- Be fully competent in the use and daily maintenance of the range of computer applications in use

Directly Responsible To:

- 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:

- Deputise for Senior Registration Officers in the registration of births, stillbirths and deaths in Liverpool according to the various Acts and Regulations governing the Registration Service
- Have a personal responsibility to keep themselves up to date with relevant and changing statutory requirements



- 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 partnerships at the Register Office and at a range of approved venues throughout the Liverpool City Council area
- Conduct civil marriages, partnerships and all other ceremonies appropriate to the grade at the Register Office
- Remain fully conversant with all databases and other IT applications in use and undergo refresher courses or training for new elements as necessary
- Operate a booking system for notices of marriage/civil partnership ensuring parties are aware of legal requirements to produce documentation
- Assist in the arrangements for talks, events, exhibitions, user groups or seminars in which the office is involved
- Any Registration Officer is required to undertake, under direction and at any time, project work or business development work to suit the requirements of the service
- Some Registration Officer posts will have, in addition to or in lieu of, some of the previously specified duties, other tasks which may vary from time to time and may include
 - workload prioritisation and allocation in the absence of the Registration Service Co-ordinator
- The full range of certificate production services offered including searching, certificate issuing, preparation and signing, daily verification of certificates issued and fees received
- Processing of certificate application forms from receipt to dispatch
- Reception and duties
- Administrative duties relating to citizenship procedures including attendance at ceremonies
- Daily reconciliation of income received and banking
- Ordering of office supplies, goods and services

- Receipt and administrative processing of quarterly clergy and authorised person returns

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 **1**.

[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 in 4 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

- Trained in fact to face customer contact and care with experience relevant to the Registration Service (I ,A)
- Trained in public speaking, able to demonstrate this skill at interview (I, A, P)

Desirable

- Driving Licence and access to a car insured for business use
- Previous Registration Service experience

Experience

Essential

- Recent experience of public speaking, arranging ceremonies or events, 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

Registration Officers must:

- be fully flexible to adapt to changing and developing workloads
- place the customer at the heart of all our services



- provide a quality service to meet customer needs
- undertake any rota working required
- undergo any necessary training