

Post Specification

Post Specification - Key Information

- **Post Title: Registration Officer**
- **Date: March 2025**
- **Post Group Number: PG7027**
- **Job Family: Regulation & Technical**
- **Job Family Role Profile: RT9**
- **Final Grade: Grade 9**

To be read in conjunction with the job family role profile.

Service Area Description

Registration is a statutory service, and forms part of a range of legal, but customer focused services, within Thriving Communities, delivered at difficult and emotional periods in people's lives.

The Registration Service is responsible for the provision of the front line and administrative functions for the registration of births and deaths, and both the legal preliminaries and the conducting of marriages and civil partnership, and the provision of certified copy certificates. The Service also conducts other functions such as citizenship ceremonies.

Purpose of this Post

In accordance with current legislative requirements and Westmorland & Furness Council standards:

- Register births, deaths, stillbirths, marriages and civil partnership.
- Take marriage and civil partnership notices.
- Conduct marriage, civil partnership, citizenship and other ceremonies.
- Carry out any associated administrative and accounting procedures.

To assist with the provision of a professional and effective registration service to the users in Westmorland & Furness

To deliver all statutory and non-statutory services provided by the Registration Service in accordance with current legislative requirements and Westmorland & Furness Council standards and ensure services are delivered to the highest possible standard.

To carry out any functions assigned to the post in accordance with the requirements of statutory regulations and legislation, under the direction of the Superintendent Registrar and/or Proper Officer

To support the Superintendent Registrar in their role as the General Registration Office's designated officer for Westmorland & Furness

Key Job Specific Accountabilities

To ensure that the law is upheld and all procedural and legislative requirements are met when carrying out all statutory and non-statutory registration duties

To contribute to the effective provision of registration services, including:

- Day-to-day supervision of premises and equipment
- Ensure service points are effective and customer service standards met
- Help support other staff within the service
- Communicate effectively with other members of the registration service, and help promote effective working relationships

To be part of staff rota arrangements to maximise efficiency across the county service and supporting and guiding less experienced colleagues, if required

To contribute positively to the changing needs, and the overall effective and efficient operations of the registration service

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Work to defined budgets
- **Staff Management Responsibilities:** None

Essential Criteria

- **Qualifications:** NVQ 3 or 4, or equivalent, or equivalent experience or knowledge in the relevant work area.
- **Knowledge:** An understanding of the Registration Service
- **Experience:**
 - Proven experience in a customer focused environment dealing with the public
 - Experience of using web based computer programmes and databases
- **Expertise:**
 - Ability to speak and communicate in public
 - Ability to communicate effectively in writing and to complete registers / certificates in legible script
 - The ability to understand and interpret statutory and other legal material / information
 - Numeracy skills
 - Customer Care skills
 - Good ICT skills
 - Ability to maintain accurate records

Disclosure and Barring Service (DBS) Checks

- This post requires / does not require a DBS check.
- **The level of check required is (remove others not required):**
 - DBS Basic

Job Working Circumstances

- **Emotional Demands:** Dealing with service users and stakeholders, may have to deal with potentially confrontational and/or emotional situations
- **Physical Demands:** None
- **Working Conditions:** Ability to work Saturdays, Sundays and Public/Bank Holidays, as required Ability to travel independently to various locations in Cumberland and Westmorland & Furness
- **Other Factors:**