

Post Specification

Date	November 2023
Post Group Number	PG7026
Post Title	Entry Level Registration Officer
Job Family	Regulation & Technical
Job Family Role Profile	RT6
Final Grade	Grade 6

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 Legal & Democratic Services, 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 a range of other functions such as citizenship ceremonies, civil naming and renewal of vows.

Purpose of this post

- In accordance with current legislative requirements and Cumberland Council standards with the support of a mentor:
 - Register births, deaths
 - Take marriage and civil partnership notices.
 - Carry out any associated administrative and accounting procedures.
- With the support of a mentor:-
 - Assist with the provision of a professional and effective registration service to the users in Cumberland & Westmorland and Furness.
 - Deliver statutory and non-statutory services provided by the Registration Service in accordance with current legislative requirements and Cumberland Council standards and ensure services are delivered to the highest possible standard.
 - 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
 - Support the Superintendent Registrar in their role as the General Registration Office's designated officer for Cumberland and 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 service
- 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	<ul style="list-style-type: none"> • Work to defined budgets
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ 3 or 4, or equivalent, or equivalent experience or knowledge in the relevant work area.
- An understanding of the Registration Service
- Proven experience in a customer focused environment dealing with the public
- Experience of using web based computer programmes and databases
- 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 a DBS check.
- The level of check required is:
 - 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	
Working Conditions	<ul style="list-style-type: none"> • Ability to work Saturdays, Sundays and Public/Bank Holidays, as required Ability to travel independently to various locations in Cumberland and in Westmorland & Furness
Other Factors	<ul style="list-style-type: none"> • •