

Job Family:	Delivery – Front Line – Defined by the process	Grade:	6
Job Title:	Casual Registration Officer	Directorate:	Resources
Date:	November 2016	Version:	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Providing technical and practical problem solving support and services that are focused on using specialist skills. Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve problems.

Brief Description of job role and department

Deputising for the London Borough of Sutton Registrars and Superintendent Registrar you will be responsible for the delivery of an efficient and effective Registration Service in accordance with legislative requirements, national guidance and performance targets.

Representative accountabilities

- Deliver core service activities under the close supervision of a more senior member of staff.
- Manage the resolution of complex customer complaints/issues within area of expertise, escalating where appropriate.
- Maintain regular communication with other internal or external service providers to ensure an efficient and coordinated service delivery.
- Create and populate basic databases to hold and manage information and service information to support senior officers in managing the service.
- Allocate tasks and review the work more junior team members to ensure work is delivered to time and quality standards.
- Procure goods and services within financial limits using the Council’s purchasing systems and rules.

Budgetary accountabilities

- n/a

Specific accountabilities

- To attend and perform civil marriage and civil partnership ceremonies and other celebratory services at the Register Office and at other Approved Premises throughout the London Borough of Sutton
- To comply with the statutory regulations for the Sutton Registration Service
- To work flexibly and with minimal supervision in a pressurised environment
- To provide a high quality service for the administration and registration of marriages and civil partnerships in accordance with the statutory framework and Council policies
- To liaise with the Superintendent Registrar and the Registrars of Births, Deaths and Marriages in advance of attending a marriage or civil partnership ceremony, to ensure that all the necessary paperwork and customer requests are in order
- To be satisfied that there is no lawful impediment to carrying out a marriage or civil partnership registration by examining any relevant documents to ensure that the necessary authority to proceed with the marriage or civil partnership has been given.
- To supervise the public during the ceremony
- To conduct marriage and civil partnership ceremonies by reciting the appropriate words.
- When attending a marriage ceremony to complete in neat legible handwriting an entry in the Marriage Register and issue handwritten certificates.

Person specification (knowledge, skills, experience and behaviours required in the role)

- Has proven experience in customer service delivery
 - Evidence of continual professional and personal development and actively contributes to develop the skills and knowledge of others
 - Determination to provide a high quality service
 - Ability to contribute on key registration activities
 - Ability to supervise and develop the work of other less experienced registration staff
 - competent in the use of a wide range of IT and digital systems
 - demonstrate a high level of accuracy, with excellent attention to detail
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- To be aware of and perform the duties of the role in accordance with all council policies and procedures including
 - To comply with the Council's Code of Conduct and ensure all personal data is kept confidential in compliance with the Data Protection Act.
 - Information security
 - Health and Safety
 - Equalities and Diversity