

# Grading

## Job Description and Employee Specification

<b><u>Job title:</u></b> Administration Officer	<b><u>Service area:</u></b> Registrars
<b><u>Post number:</u></b>	<b><u>Division:</u></b> Communities
<b><u>Grade:</u></b> 4	<b><u>Section/team:</u></b> Registrars
<b><u>Overall purpose of job:</u></b>  To carry out administrative duties relating to the registration of life events in North Lincolnshire. The post holder will hold the following statutory designations; Deputy Registrar of Births, Deaths and Marriages; Deputy Superintendent Registrar; and Civil Partnership Registrar and is civilly liable for their own acts and omissions whilst undertaking statutory duties.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<b><u>Main responsibilities:</u></b> <ul style="list-style-type: none"> <li>Act as the first point of contact for all queries into the Register Office from a variety of channels including face to face visitors to the office, emails, telephone calls and postal enquiries.</li> <li>Provide excellent customer care, delivering the service with high standards and with sensitivity.</li> <li>Make appointments for statutory and non-statutory services and be able to apply complex registration law to events to ensure accurate registrations can take place. Be able to advise service users of correct documentation required to enable appointments to take place.</li> <li>Maintain marriage, civil partnership and non-statutory ceremonies diary, make ceremony bookings and complete ceremony administration.</li> <li>Deal with queries from the public and signpost callers to other staff, government departments (Passport Office; Probate Office; Department of Work and Pensions etc)</li> <li>Use specialised IT systems (RON/ROC) to accurately record events and produce reports for management as required.</li> <li>Complete administrative citizenship duties, including receiving Home Office certificates, issuing invites and preparing for citizenship ceremonies. Attending citizenship ceremonies and completing register and attendance sheets, conducting citizenship ceremonies.</li> <li>Daily cash reconciliation of ceremony income and ensuring accurate records and monies delivered to Senior Registration Officers at the end of each day.</li> </ul>	

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- Deal with and accurately record all incoming and outgoing post including mail opening, sorting, posting and producing monthly records.
- Undertake any other duties of an administrative nature as instructed by senior officers
- To undertake continued professional development to ensure knowledge is current and skills are kept up to date, ensuring excellence in all aspects of work. To attend training courses as identified by line manager and themselves.

**Knowledge, skills and experience:**

- Experience of frontline customer service experience
- Literate and numerate to a high standard, and experience of communicating with stakeholders and customers.
- Legible handwriting.
- Able to prioritise workload and remain calm in highly sensitive environments. Able to work under pressure.
- Knowledge and experience of using IT packages including word, excel and MS Office packages. Able to use the internet and web-based systems to record and extract data and information.
- Effective communication and interpersonal skills. Able to deal sensitively, diplomatically and efficiently. Able to act with discretion and in confidence in line with GDPR and information governance guidelines.
- Able to adapt to varying workloads.

**Creativity and innovation:**

- Able to interpret and apply registration law.
- Able to deal sensitively with customers and staff, acting with tact and diplomacy.
- Able to signpost callers to other stakeholders where appropriate.

**Contacts and relationships:**

- Proper Officer

Frequency-quarterly

- Registration Service Manager/Superintendent Registrar  
Contact on a variety of issues  
Frequency-daily

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- **Senior Registration Officer**  
To discuss all aspects of work. receiving information and training.  
Frequency-daily
- **Registration staff**  
To consider and discuss all aspects of work.  
Frequency-daily
- **Customers**  
All visitors to the office covering wide range of needs, some highly sensitive ie deaths, stillbirths and others where people may be overexcited ie weddings and births.  
Frequency-daily
- **General Register Office**  
Regular contact regarding queries/legislation either by telephone, post or face to face at training events  
Frequency- daily
- **Other registration districts**  
Regular contact with colleagues in other registration districts  
Frequency- when required to attend
- **Government departments and outside organisations including- DWP, HM Coroner**  
Frequency- daily/weekly/quarterly
- **Local Stakeholders including:**  
Scunthorpe General Hospital; Medical Examiners Office, Coroners Office, GP. Surgeries; local Funeral Directors relating to information on death registrations/problems

#### **Decision making:**

Work is mostly carried out within defined legislation, service standards and policies although interpretation is often required to decide which part of legislation should be applied to a particular case or when any variance or irregularities must be reported to senior management or the General Register Office.

- Post holder is responsible for effective diary management in line with KPIs
- Able to manage a varied workload whilst remaining sympathetic to the varied needs of customers and aware of the potential impact of decisions made.

#### **Responsibility for resources:**

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### Financial resources:

Responsible for daily receipt and reconciliation of cash up to £500

### Physical resources:

Laptop £500

Security stock – responsible for safe keeping of certificates

## **WORK ENVIRONMENT**

### Work demands:

- The Register Office is an extremely busy office often demanding instant reactions and answers to queries. Confidentiality is crucial and visitors to the office are often upset, angry and anxious.
- Timely attendance at outside approved marriage venues to enable marriages/Civil Partnerships to be carried out in a seemly and dignified manner
- Office routine frequently interrupted by visitors to reception or telephone calls.
- Regular deadlines have to be met in line with service plan targets.

### Physical demands:

- Normal demands associated with office based work plus some travelling to approved venues
- Lifting and moving of registers
- Some aspects of job role will require post holder to be standing for up to an hour at a time

### Working conditions:

- General office based with weddings at Approved Premises within North Lincolnshire including outdoors at all times of year.
- Attendance at Scunthorpe General Hospital, Lindsey Lodge Hospice or private homes to register/conduct Registrar General's Licence weddings/civil partnerships. Attendance may be required at any time day or night, usually at short notice with some prior arrangement.
- Weekend working and out of regular working hours work may be required, if attending weddings or registering or conducting weddings by Registrar Generals Licence.

### Work context:

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- Risk to the post holder is low. Risks may include contact with upset, angry or challenging customers, working outdoors during inclement weather, working indoors during hot weather.
- Post holder must undergo basic DBS check to enable access to DWP Tell Us Once service used in registrations.

Position in organisation:

Indicate how many staff the post is directly accountable for: 0

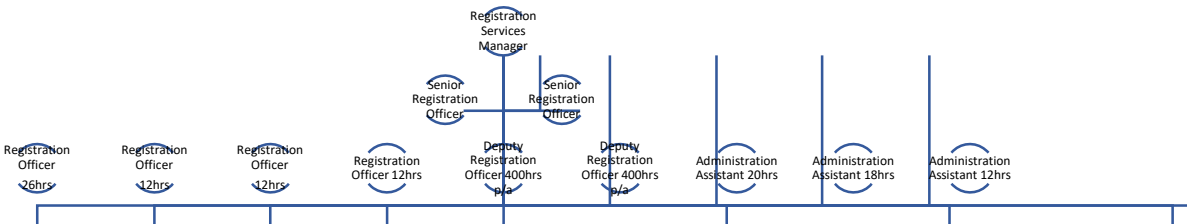
Are posts in more than one location? Yes ☒ No ☐

Is this at the same site? Are the posts managed highly mobile?  
May take place at various locations across North Lincolnshire. Notice will usually be given but may be short.

Is the supervision/management shared with another post in the structure?  
Yes ☐ No ☒

Please indicate which post(s)  
\_\_\_\_\_

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>• Frontline customer service experience</li> <li>• Literate and numerate to a high standard and able to communicate effectively</li> <li>• Ability to prioritise workload and remain calm under pressure</li> <li>• Ability to use IT packages including experience of Microsoft Word and Excel</li> <li>• Able to adapt to varying work demands</li> <li>• Sensitive and tactful to be able to deal with customers during difficult life events</li> <li>• Good time management</li> </ul>	
<b>Knowledge, Skills and Experience</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>• Effective communication and interpersonal skills with a variety of stakeholders</li> </ul>	
<b>Education, Training and Qualifications</b>	<b>Original documents</b>
<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>• Must be able to travel to Approved premises and other venues within North Lincolnshire</li> <li>• Must be flexible and occasionally available at short notice if required</li> <li>• Able to work weekends and bank holidays and some out of hours with prior notice</li> </ul>	

DESIRABLE CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>• Knowledge of registration service</li> <li>• Experience of public speaking</li> </ul>	
<b>Knowledge, Skills and Experience</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Education, Training and Qualifications</b>	<b>Original documents</b>
<ul style="list-style-type: none"> <li>• Customer service NVQ or equivalent</li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>• Own transport to be able to transport self around venues</li> </ul>	

#### THE POST IS SUBJECT TO:

**Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974**

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Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Political restriction</b>	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>The ability to speak fluent English under the Immigration Act 2016</b>	
Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<p>The following disqualifications apply to anyone who wishes to be appointed to any Superintendent Registrar, Registrar or Deputy Registrar's post, and are always applied at the time of the appointment and during the appointment.</p> <p>These are contained in Regulation 5 of the Registration of Births, Deaths and Marriages Regulations 1968 as amended.</p> <p>A person may not be appointed to any Registration Office:</p> <ol style="list-style-type: none"> <li>1. If they have been declared bankrupt and have not subsequently obtained a discharge, or if they are the subject of a bankruptcy restrictions order or an interim order, or if they have made any composition or arrangement with creditors and have not subsequently paid their debts in full or obtained a certificate of discharge.</li> <li>2. If they are currently, or have been in the last 12 months, an Elected Member of North Lincolnshire Council.</li> <li>3. If they hold any office as an authorised person, Secretary (for Marriages of Synagogue) or Registering Officer for the Society of Friends.</li> <li>4. If they are a Minister of Religion (this includes any person who may be involved in religious marriages or conducting funerals), a medical practitioner, a midwife, an undertaker or other person concerned in a burial or cremation business or if they are a person engaged on any business concerned with life insurance, or engaged in any other calling which would conflict with, or prevent, the proper performance in person of the duties of the post.</li> <li>5. If they are employed by a local authority on duties relating to its functions as a burial authority.</li> </ol> <p>You will be required to sign this declaration at interview</p>	



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