**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Registration Officer |
| Salary: | £30,559 - £33,366 per annum  |
| Grade: | 8 |
| Hours: | 37 hours per week. Flexible working is not available for this role due to the nature of operating a front-facing customer service.Some weekend and bank holiday working will be required to be part of an on-call rota for urgent death or still-birth registrations, for which additional payment will be made. |
| Team: | Registration Service |
| Service Area: | Life Events Team |
| Primary Location: | Base office: Bicester with regular weekly travel to Oxford Register Office, and some travel to Banbury and Witney Registration Offices.You may be required to work anywhere in the county based on operational needs, so will need the ability to travel independently. |
| Budget responsibility: | None |
| Responsible to: | Technical Area Manager |
| Responsible for: | Fulfilling the statutory duties of a Deputy Registrar / Deputy Superintendent Registrar |
| Political Restricted Post: | No |

## Job Purpose

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| *A brief overview of the key objectives of the job:*To undertake the full range of registration duties of a Deputy Registrar / Deputy Superintendent Registrar, including registering births, still-births and deaths; attesting notices of marriage and civil partnership; conducting marriage and civil partnership ceremonies, as required, together with associated customer service, administrative and financial duties. |

## Job Responsibilities

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| *This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake*.* Register births, still-births, and deaths, along with associated administrative and financial duties including daily maintenance and security of registers and stock
* Attest notices of marriage and civil partnership, issuing marriage and civil partnership schedules, and managing the associated paperwork
* Register marriages and civil partnerships at registration offices, approved premises, and approved locations across the county
* Conduct marriage and civil partnership ceremonies at registration offices, approved premises, and approved locations across the county
* Manage and respond to complex customer enquiries relating to registration matters by email, telephone and in person
* Undertake duties in the Registration Support Hub to provide support to customers, stakeholders and registration colleagues with complex registration enquiries and procedures (e.g. re-registrations, corrections, coroner referrals, triaging medical documents, checking and issuing ceremony documents) and associated administrative duties
* Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and the public using our premises
* Carry out urgent death and stillbirth registrations at weekends and bank holidays on a rota basis.
* Deputise for the Technical Area Manager for periods of leave, when required
* Complete any other duties as may be deemed necessary to carry out the full remit of the role
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# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
|  Education to GCSE (grade 5 or above) or equivalent in Maths and English | A/D |
| Proficiency in Microsoft Office (Word, Excel, Outlook, and Teams) and an ability to adapt to specific software applicable to the registration service | A/T |
| Excellent customer service and communication skills to deal with the public face-to-face, over the telephone and by email, as well as dealing with a variety of stakeholder organisations. | A/I |
| A command of written and spoken English which is appropriate for the effective performance of the role and the ability to interpret and explain detailed rules and procedures to a wide range of audiences in a clear and understandable way. | A |
| Accurate and accountable record keeping, and the ability to enter information onto legal documents in a clear and accurate manner, paying meticulous attention to detail. | A/I |
| Flexible approach to work and willing to adapt as a member of the team carrying out a variety of registration functions. | A/I |
| Integrity, diplomacy and sensitivity to deal with people from diverse backgrounds with compassion in stressful and emotive situations | A/I |
| Smart professional appearance appropriate for meeting with the public and delivering ceremonies | A/I |
| Desirable Criteria | Assessed By: |
| Experience of registering births, deaths, still-births, marriages and civil partnerships | A |
| Current full driving licence and use of a vehicle with appropriate business use insurance | A/D |
| Experience of dealing with work of a confidential nature | A/I |
| Experience of public speaking or making formal presentations | A/I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [x]  | Other (please specify): This role is subject to the Registration of Births, Deaths and Marriages Regulations 1968 (as amended). Candidates will be required to complete Disqualification Form for working in the Registration Service. |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes lifting and moving) of registration stock and registers | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [x]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |