

## JOB ROLE PROFILE AND PERSON SPECIFICATION

Post Title and Number: Casual Registrar

Present Grade: SO2 Department: Chief Executive

Service/Section/Team: Registrars

Reports to (title): Registration Manager

### Purpose of the Role:

To ensure that the law is upheld when carrying out all celebrant and registration duties in relation to Births, Deaths, Stillbirths, Inquests, Marriages, Civil Partnership, Citizenship and other ceremonies, such as Renewal of Vows and Naming ceremonies.

To provide registration and ceremonial services on a rota basis for weekends including Sundays and bank holidays, weekdays when required, and occasional evenings.

To have comprehensive knowledge of all relevant legislation and to apply this within a customer service context, completing all associated administration.

### Dimensions including Structure Chart:

1. Annual budgetary amounts with which the role is either directly or indirectly concerned:  
None.

2. Structure Chart:  
N/A

3. Number of direct reports:  
None

### Key Accountabilities:

Accountabilities	Percentage of Time (%)
1. Responsible for the prompt registration at the Register Office and other locations all Births, Deaths, Stillbirths, occurring within the borough.	
2. Responsible for undertaking pre-registration checks to ensure that documentation in relation to all registrations is accurate and liaising with external agencies as and when required.	
3. Responsible for the correction of errors in Birth, Deaths, Stillbirths, Inquests, Re-registration, and entries in current registers in accordance with regulations and statute	
4. To advise members of the public on the procedures, and	

undertake all registration duties including re-registrations and declarations.

5. To be fully conversant on all relevant legislation relating to registration of births, deaths, marriages, and civil partnerships, and taking of notices.
6. Carry out all administrative tasks associated with the role (before, during and after)
7. To display the highest level of customer service standards when dealing with members of the public, and to demonstrate empathy and tact, especially at delicate times of high emotion typical of registration and citizenship events.
8. Excellent written / verbal communication skills including attention to detail and accuracy with good spelling and neat, legible handwriting
9. Able to perform ceremonies and demonstrate a calm confident delivery and the ability to be authoritative, and articulate, in addressing large groups of people.
10. To report any suspicious details in relation to marriage and civil partnerships to the Superintendent Registrar.
11. To Undertake RG Licences, House bound and detained notices and any related enquiries concerning ceremonies.
12. To ensure the security of marriage schedules, and relevant documentation and stock at all times.
13. To be fully aware of the requirements of data protection regulations.
14. Conduct and assist with the organisation of and ensure the smooth running of Citizenship Ceremonies.
15. To collect and account for fees and be responsible for the daily cashing of such fees.
16. Contribute positively to the overall improvement, development and promotion of the Service to ensure the provision of a quality service and that the day to day needs of the customers are met. Support and participate in training.
17. Carry out all tasks in compliance with the Council's standard Policies and Procedures.
18. To undertake any other duties as required in relation to the role

**PLEASE NOTE:**

The following individuals are disqualified from appointment to any Registration Officer post, so should not apply:

- an un-discharged bankrupt and/or a person to whom a moratorium period under a Debt Relief Order applies, or who is the subject of a debt relief restrictions order or an interim debt relief restrictions order;
- a person who is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of the council or of a committee of the council having duties in relation to the appointment of registration officers;
- an officer or servant, other than the clerk or deputy clerk, of a local authority employed by them in the performance of duties relating to their functions as a burial authority;
- a person holding office as an authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;
- a minister of religion, a medical practitioner, a midwife, an undertaker or other person concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent the proper performance in person of the duties of the office for which he is a candidate;

#### **Key Relationships (Internal and External):**

The post holder will have frequent contact with customers, and a high standard of customer service is expected.

#### **Equality and Diversity:**

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

#### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### **Corporate Health and Safety Responsibilities**

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

#### **Information Security:**

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

#### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.



## PERSON SPECIFICATION

**Job Title:** Casual Registrar

**Grade:** SO2

**Department:** Cex

**Team:** Registrars

### KNOWLEDGE, SKILLS & ABILITIES

#### Skills, Experience and Competencies

##### Essential:

1. Excellent written/verbal communication skills including attention to detail and accuracy with good spelling and neat, legible handwriting, with the ability to communicate in a clear manner and conduct ceremonies.
2. Ability to travel independently throughout the Borough (including to all Approved Premises)
3. Willingness to operate outside normal office hours
4. High standard of personal presentation
5. A strong customer service, able to demonstrate empathy and tact, at times of high emotion and provide a professional experience for all customers
6. Excellent organisational skills to ensure compliance with statutory performance standards for registering births and deaths.

#### Knowledge

1. Sound knowledge of relevant legislation, guidance, policies and procedures relating to registration, taking of notices, and conducting of ceremonies.

#### Essential Qualification(s)

Recent experience as a Registrar

#### Other Special Requirements

1. This is a casual position, and can include weekdays, evenings, weekends including Sundays and bank holidays.