Senior Additional Superintendent Registrar
£33,106 - £40,619
Permanent – Working 36.50 Hours Per Week
The Register Office, Holliday Street, Birmingham, B11 TJ
(Please note Birmingham Register Office is currently going through a service redesign)

This is an interesting opportunity to work in the largest registration district in relation to Births, Deaths, Stillbirths, Marriages and Civil Partnerships. We are seeking a customer-focused, dynamic, and pro-active Manager to join the management team you will help to deliver a financially efficient and customer-focused registration, ceremonies and citizenship service that meets the Council’s statutory responsibilities. The post involves the management of Birmingham Register Office, including staff supervision, organisation of rotas, undertaking audit work and ensuring good practice. Duties will also include overseeing customer and stakeholder contact. In this role you will also act as an Additional Superintendent Registrar.

The successful candidate will be someone with previous experience in working in a Register Office and in a management role you will have a high degree of self-motivation, commitment and flexibility who will work to ensure that the Registration Services are provided to the highest standard according to statute, Council policy and our service aims and objectives. The role requires you to be personally involved with customers in both a professional and sensitive manner at life defining and emotional moments in their lives. Be flexible and able to work under pressure in order to meet deadlines. You must be a motivated individual who understands the demands of working within this type of environment and will have a good understanding of the sensitive and confidential nature of the service. Excellent organisational and communication skills and a meticulous attention to detail are required. You must be able to work productively as part of a team. You will also require a positive outlook and be responsive to customer needs, and the needs of the Registration Service.

For informal enquiries please contact: Angela Robinson, Superintendent Registrar, 0121 675 1002

Ref No: PL0972017

Closing date: 10th March 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Place Directorate

JOB DESCRIPTION

JOB TITLE: Senior Additional Superintendent Registrar i/c Reception

GRADE: Grade 5

DIVISION: Regulation and Enforcement

NO OF POSTS: One

SECTION: Register Office

(Please note Birmingham Register Office is currently going through a service re design)

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

1.1 To assist in providing and managing the Registration Service within the Registration District of Birmingham to ensure that it is provided to the highest standard; to meet the requirements of relevant legislation and service users.

1.2 To manage employees on a day to day basis engaged in providing a registration service.

2.0 DUTIES AND RESPONSIBILITIES

2.1 To assist in the management of the Registration Service ensuring the provision of an efficient and effective service with responsibilities for the management of the birth and deaths registration service area. Including receipt and maintenance of registers and associated records and maintenance of diaries.

2.2 The post includes carrying out all the legal requirements, statutory duties, Registrar Generals instructions, and responsibilities concerning Birth, Death, Still-Birth, Marriages, Civil Partnerships and those delegated to the service area by Committees of the City Council.

2.3 To manage / supervise the daily, weekly and monthly work program’s including work scheduling and distribution.
2.4 To assist with the management and co-ordination of grievance and disciplinary matters within the area of responsibility. To be conversant with employee management procedures and undertake investigations and present documentary evidence in regard to disciplinary matters.

2.5 To manage the service on a day to day basis. To give advice, guidance and rulings to Registration Staff relating to Marriages, Civil Partnerships, foreign divorces and death certificates, consent, caveats, corrections, re-registrations, births, deaths stillbirths and all other registration matters.

2.6 To manage the Registration Service in the absence of the Senior Manager/Superintendent Registrar

2.7 To manage employees in accordance with BCC policies and procedures.

2.8 To assist with budgetary control and monitoring

2.9 To ensure the effective management of Health and Safety within the Service area ensuring compliance with appropriate Health and Safety legislation, City Council and Departmental Health and Safety policies, Codes of Practice and Safe Systems of Work.

2.10 To assist in the management /administration of the computer systems and equipment used in the office. To provide training, supervision, support and guidance to users. Also acting as a system manager as required to organise and coordinate calls for technical assistance. You will be responsible for updating and maintaining lists of users, liaising with GRO, BCC and other IT providers. To monitor content on webpages and update content where necessary.

2.11 To represent the Service area at variety of meetings including faith groups, professional coroners, regional registration groups, training groups, funeral directors meetings and responsible for implementing any agreed action.

2.12 To work with professional’s such as NHS Birmingham cross city clinical commissioning group to disseminate information re Register Office procedures.

2.13 To monitor current practices and developments in the service area by attendance at such courses and seminars as required and to assess the implications of such on the Section.

2.14 To be responsible for the organisation and delivery of training for the service area

2.15 To be responsible for ensuring all legal requirements regarding births and deaths marriages and civil partnerships are completed in compliance with relevant acts including correction of errors, insertions, name change procedures, marginal notes, late registrations, re- registrations and associated procedures.

2.16 To promote and encourage amongst the workforce a greater awareness of standards / quality of service expected and required.
2.17 To be responsible for the maintenance and accuracy of office records in compliance with the relevant Acts and General Registrar instructions including; management of relevant Birmingham Register indexes for accuracies and completeness and production of annual index. Receive the registers for birth death and marriages for depositing and ensuring the completion and accuracy of the associated records. Checking of certified copies of births, still births, deaths and marriages at the end of each quarter along with relevant documents and ensuring they are dispatched to the General Register Office.

2.18 To assist with the implementation of Quality Procedures and Systems

2.19 To provide advice and guidance via telephone, face to face, email and correspondence to service users, officials of religious organisations, legal, medical, social care and other professionals regarding all relevant legislation, legal requirements and general information and legal, medical, social care and other professionals regarding all relevant legislation. To work with various stakeholders, agencies and BCC colleagues.

2.20 To be a sponsor for Tell us Once.

2.21 To have the designation of Deputy Registrar/Civil Partnership Registrar to register Births, Deaths, Still-Births, Marriages, Civil Partnerships when necessary.

2.22 To carry out any other duties commensurate with the grading and designation of the post.

**OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

3.0 **SUPERVISION RECEIVED**

3.1 SUPERVISING OFFICER JOB TITLE:

Superintendent Registrar

3.2 LEVEL OF SUPERVISION

3. Plan own work to ensure the meeting of defined objectives.

4.0 **SUPERVISION GIVEN** (excludes those who are INDIRECTLY supervised i.e. through others)

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar of Births, Deaths, Still-Births and Marriages/Civil Partnership Registrar’s</td>
<td>Grade 4</td>
<td>11</td>
<td>2</td>
</tr>
</tbody>
</table>
5.0 SPECIAL CONDITIONS

To be a casual Car user

To be on call on a rota basis on a Saturday Sunday and Bank Holidays to arrange and undertake a marriage or civil partnership by Registrar General’s Licence.

To be on call on a rota basis to provide advice and support to the registration officer who is on duty at the weekend or Bank Holidays.

Working Saturdays, Sundays and Bank Holidays when required.

To have key holding responsibilities

DISQUALIFICATION FROM APPOINTMENTS

The following disqualifications apply to anyone who wishes to be appointed to any Superintendent Registrar, Registrar or Deputy Registrar’s post, and are applied at the time of the appointment and at all times during the appointment. These are contained in Regulation 5 of the Registration of Births, Deaths and Marriages Regulations 1968 as amended.

“No person shall be qualified for appointment

(a) To any registration office -

1. If he/she has been declared bankrupt and has not subsequently obtained his/her discharge, or he/she is the subject of a bankruptcy restriction order or an interim order, or if he/she has made any composition or arrangement with his/her creditors and has not subsequently paid his/her debts in full or obtained a certificate of discharge;

2. If he/she is a person in relation to whom a moratorium period under a debt relief order applies (under Part 7A of the Insolvency Act 1986), or he/she is the subject of a debt relief restrictions order or an interim debt relief restrictions order (under Schedule 42B of the Insolvency Act 1986);

3. If he/she 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;

4. If he/she holds any office as authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;
5. If he/she is 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 assurance, 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/she is a candidate;

6. If he/she is an officer or servant of the council appointed by them as the proper officer.

(b) As superintendent registrar, if he/she holds office as a registrar.

(c) As registrar, if he/she hold office as superintendent registrar or is a coroner or is an officer or servant of a local authority employed by them in the performance of duties relating to their functions as a burial authority”
### Person Specification

**Post:** Senior Additional Superintendent Registrar  
**Grade:** Grade 5  
**i.c Reception**

**Division:** Regulation and Enforcement  
**Section:** The Register Office  

**Directorate:** Place

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education/Qualification</strong></td>
<td>Educated to GCSE O Level standard in English and Mathematics or equivalent.</td>
<td>AF</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td>Experience of working in a busy Registration district.</td>
<td>AF,I</td>
</tr>
<tr>
<td>(Relevant work and other experience)</td>
<td>Thorough knowledge of the Acts, Regulations and Handbook Instructions relating to Births, Deaths, Marriages and Civil Partnerships.</td>
<td>AF,I</td>
</tr>
<tr>
<td></td>
<td>Extensive experience in all aspects of registration matters.</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>Extensive Administrative, supervisory and management experience.</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>Experience in the use of RSS, RON, and other computer systems.</td>
<td>AF,I</td>
</tr>
<tr>
<td></td>
<td>Extensive experience of working in a pressurized customer facing environment.</td>
<td>AF,I</td>
</tr>
<tr>
<td></td>
<td>Extensive experience of dealing with customers regarding</td>
<td></td>
</tr>
<tr>
<td></td>
<td>sensitive issues</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Skills &amp; Ability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e.g. written communication skills, dealing with the public etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clear, neat handwriting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to work accurately and methodically</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to prioritise and organize work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to work under pressure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpersonal skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Must have Numeracy Skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to work on own Initiative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to work as part of a team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verbal and written communication skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To demonstrate a willingness to accept on job training and to attend training courses to improve job skills and to meet business objectives. Continuing Professional Development.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness of Birmingham City Council’s Equal Opportunity Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present a clean and smart appearance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to work outside normal office hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.