Deputy Registrar
£19,238 - £24,717
Register Office, Hollliday Street, Birmingham

Working 36.5 hours per week. Working a 5 from 7 day working pattern at The Register Office Holliday Street, Birmingham B1 1TJ

This is an interesting opportunity to work in the largest registration district dealing with the registrations of Births, Death, Stillbirths, Marriages and Civil Partnerships.

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.

You will have had previous experience of working in a busy front line customer care environment, 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 enquires please contact Lyn Bailey Superintendent Registrar 021 675 1002

Ref: PL1122017

Closing Date: 14 April 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

Post: Deputy Registrar of Births, Deaths, Stillbirths, Marriages and Civil partnerships
Salary/Grade: £19,238-£24,717
Grade 3
Division: Regulation and Enforcement
Section: Register Office

1. **Job Purpose**

1.1 To provide the Registration Service within the city, in relation to the registration of births, deaths, stillbirths, marriages and civil partnerships.

1.2 To carry out the legal requirements and Registrar General’s instructions for registering births, deaths, stillbirths, marriages and civil partnerships, both in the Register Office and at outside premises.

2. **Duties and Responsibilities**

2.1 To have knowledge of relevant legislation and procedures for statutory and non-statutory functions both in the Register Office and at outside premises.

2.2 To be responsible, when deputising, for ensuring safe custody of all registers, associated security documents and other stock for the sub-district in accordance with legal requirements.

2.3 To be responsible for ordering and accounting for security stock of legal documents and non-security stock for the sub-district in the absence of the Principal Officer.

2.4 To be responsible for proper accounting and banking fees taken including daily, weekly, monthly, quarterly and annual accounts and collation and submission of statistics and returns for the sub-district in the absence of the Principal Officer.

2.5 To deal with all enquiries from customers, outside organisations and BCC which are often of a complex and sensitive nature.

2.6 To have neat and legible handwriting and a high degree of accuracy.

2.7 To prepare the annual index and ensure accuracy on a daily basis.

2.8 To use a computer and keyboard competently for a variety of computer programmes including Registration Service Software, Registration On Line, Microsoft Office, internet, e-mail and other applications.
2.9 In the absence of the principal officer take full responsibility for managing and running the sub-district, as well as responsibility for the security of the office including all security stock, all monies and the health and safety of the general public.

2.10 In the absence of the principal officer submit reports and returns to other organisations.

2.11 To provide the Tell Us Once service for customers following a death registration as required by law.

2.12 To provide an in-house training service to new and existing members of staff and to impart knowledge and experience of both statutory and non-statutory procedures. To undertake training as and when new legislation and registration procedures apply.

2.13 To provide support and guidance on a daily basis to new and less experienced registration officers and to help manage and co-ordinate this work.

2.14 Occasionally assisting on reception during the absence of the Receptionists.

2.15 To provide a 24 hour emergency service, if required, for marriages and civil partnerships when one party is terminally ill.

2.16 To work on Saturdays, Sundays and Bank Holidays if required in an emergency- see Special Conditions

2.17 To assist in the searching for and preparation of certificates in the Certificates service area

3. Supervision Received

3.1 Supervising Officer Job Title

The Senior Additional Superintendent Registrars in charge of the Registration and Ceremonies Service Areas, the Superintendent Registrar in charge of the Certificates Service Area as well as the Registrar of Births, Deaths, Marriages and Civil Partnerships.

3.2 Level of Supervision

Left to work within established guidelines subject to scrutiny by supervisor.

4. Supervision Given (excludes those who are indirectly supervised i.e. through others).

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<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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<tbody>
<tr>
<td>NIL</td>
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4. **Special Conditions**

4.1 The post holder is required to work weekends as part of the normal working pattern and Bank Holidays on a rotational basis.

4.2 Start and finish times and lunch break may be staggered or varied dependant upon the needs of the service and will normally vary between the hours of 07.00 – 19.00 to be determined according to local need.

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

2. if he 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 is the subject of a debt relief restrictions order or an interim debt relief restrictions order (under Schedule 4ZB of the Insolvency Act 1986);

3. if he 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 holds any office as authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;

5. if he 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 is a candidate;

6. if he is an officer or servant of the council appointed by them as the proper officer.
(b) as superintendent registrar, if he holds office as a registrar.
(c) as registrar, if he 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”

4.4 To work on Saturday’s, Sunday’s and Bank Holiday’s if required in an emergency

4.5 To provide an emergency service when required, for marriages and civil partnerships when one party is terminally ill.
4.6 An appropriate standard of dress must be maintained as determined by the Chief Superintendent Registrar.

4.7 To carry out any other duties as required by the Chief Superintendent Registrar in accordance with the provision of the Service.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
Place Directorate

Person Specification

Post: Deputy Registrar of Births, Deaths, Stillbirths, Marriages and Civil partnerships. Grade: Grade 3

Division: Regulation and Enforcement Section: The Register Office

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

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td>Educated to GCSE standard or equivalent in English and Mathematics.</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Experience of working in a customer facing environment.</td>
<td>AF,I</td>
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<td>(Relevant work and other experience)</td>
<td>Experience of general clerical work, maintaining filing systems and operation of general office equipment</td>
<td>AF,I</td>
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<td>Experience of dealing with members of public and large groups of people</td>
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<td>Experience in the use of computer systems and spreadsheets</td>
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<td>Experience of dealing with customers regarding sensitive issues</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>Clear, neat handwriting.</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>Able to work accurately and methodically</td>
<td>AF, I, T</td>
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<td>Able to prioritise and organize work under pressure</td>
<td>AF,I</td>
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<td>Interpersonal skills</td>
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<td>Must have numeracy skills</td>
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<td>Able to work on own Initiative</td>
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<td>Able to work as part of a team</td>
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<td>Verbal and written communication skills</td>
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<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>
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<td>Training</td>
<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>AF,I</td>
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| Other                            | Ability to work outside office hours  
Present a clean and smart appearance                                                                                                                                          | AF,I |

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