Place Directorate

JOB DESCRIPTION

JOB TITLE: Additional Superintendent Registrar i/c Reception

GRADE: Grade 5

DIVISION: Regulation and Enforcement

NO OF POSTS: One

SECTION: Register Office

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE
1.1 To assist in leading, managing, directing and developing 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 lead, manage and motivate employees on a day to day basis engaged in providing a registration service.

2.0 DUTIES AND RESPONSIBILITIES

2.1. General Duties

2.1.1 To assist in the management, direction and development of the Registration Service ensuring the provision a high quality customer focused efficient and effective service with responsibilities for the management of the birth and deaths registration service area. Responsibilities include receipt and maintenance of registers and associated records and maintenance of diaries.

2.1.2 To manage / supervise the daily, weekly and monthly work programmes including work scheduling and distribution.

2.1.3 To deputise for the Superintendent Registrar/Service Operations Managers as required.

2.1.4 To manage employees in accordance with BCC policies and procedures.
2.1.5 To assist with budgetary control and monitoring

2.1.6 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.

2.1.7 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.

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

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

2.1.10 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.

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

2.1.12 To promote and encourage amongst the workforce a greater awareness of standards / quality of service expected and required.

2.1.13 To take an active role in developing, improving and marketing/promoting services offered and to assist with the implementation of Quality Procedures and Systems.

2.2 Statutory Registration and Management Duties

2.2.1 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 i.e.

- Attest, enter and publish notices of marriage or civil partnerships, making any necessary arrangements for subsequent ceremonies, issue authorities for marriage and civil partnerships and conduct ceremonies at the Register Office, at the residences of housebound and detained persons and at approved premises within the City Council area.
- Report directly to the Home Office any marriage or civil partnership that has potentially been entered into to evade immigration control.
- Index an maintain proper custody of all registers of Births, Deaths and Marriages deposited with the Register Office.
• Complete, check, authorize and submit any statistical returns, reports or other information as required
• Account to the Superintendent Registrar/Service Operations Manager for any stocks of statutory or other forms of certificates.
• Check and manage the accuracy and statutory compliance of the work of other staff.

2.2.2 To manage the service area on a day to day basis as required. 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.

2.2.3 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.

2.2.4 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 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.

2.2.5 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.

2.2.6 To be a sponsor for Tell us Once.

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

2.2.8 To undertake training as required

2.2.9 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/ Service Operation Manager

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>DSR</td>
<td>GR4</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Registrar of Births, Deaths, Still-Births and Marriages/Civil Partnership Registrar's</td>
<td>Grade 4</td>
<td>12</td>
<td></td>
</tr>
</tbody>
</table>

*Use 1,2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

5.1 Holder of a current full driving licence.

5.2 To be a casual Car user for which an allowance is available

5.3 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 and to provide advice and support to the registration officer who is on duty at the weekend or Bank Holidays.

5.4 Working Saturdays, Sundays and Bank Holidays when required.

5.6 To have key holding responsibilities.

5.7 To maintain an appropriate standard of dress as determined by the Superintendent Registrar/ Operations Service Manager.

5.8 The standard working week is 36.5 hours.
5.9 Start and finish times will normally vary between the hours of 07.00 – 19.00 to be determined according to local need. Access to the flexi-time scheme will be available however standard hours of operation must be complied with : 8.30am – 4.30pm

**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 4ZB 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:** Additional Superintendent Registrar  
**i.c Reception**

**Grade:** Grade 5

**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.

## CRITERIA

### Education/Qualifications

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to GCSE O Level standard in English and Mathematics or equivalent.</td>
<td>AF</td>
<td></td>
</tr>
</tbody>
</table>

**NB:** Full regard must be paid to overseas qualifications.

### Experience

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience</td>
<td>Educated to GCSE O Level standard in English and Mathematics or equivalent.</td>
<td>AF</td>
</tr>
<tr>
<td>(Relevant work and other experience)</td>
<td>Experience of working in a busy Registration district.</td>
<td>AF, I</td>
</tr>
<tr>
<td></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>AF, I</td>
</tr>
<tr>
<td></td>
<td>Experience of managing work scheduling and work programming</td>
<td>AF, I</td>
</tr>
<tr>
<td></td>
<td>Extensive Administrative experience</td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td>Skill/Ability</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>------------------------</td>
<td></td>
</tr>
<tr>
<td>Experience in the use of RSS, RON, and other computer systems.</td>
<td>Able to work accurately and methodically AF, I</td>
<td></td>
</tr>
<tr>
<td>Extensive experience of working in a pressurized customer facing environment.</td>
<td>Able to prioritise and organize work AF, I</td>
<td></td>
</tr>
<tr>
<td>Extensive experience of dealing with customers regarding sensitive issues</td>
<td>Able to work under pressure AF, I</td>
<td></td>
</tr>
</tbody>
</table>

**Skills & Ability**

- Clear, neat handwriting.  **I**
- Able to work accurately and methodically  **AF, I**
- Able to prioritise and organize work  **AF, I**
- Able to work under pressure  **AF, I**

- Interpersonal skills  **I**

- Must have Numeracy Skills  **AF, I, T**

- Able to work on own Initiative  **AF, I**

- Able to work as part of a team  **AF, I**
<table>
<thead>
<tr>
<th>Section</th>
<th>Requirement</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal and written communication skills</td>
<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>I,P</td>
</tr>
<tr>
<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>I</td>
</tr>
<tr>
<td>Other</td>
<td>Awareness of Birmingham City Council’s Equal Opportunity Policy</td>
<td>AF,I</td>
</tr>
<tr>
<td></td>
<td>Present a clean and smart appearance</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>Ability to work outside normal office hours</td>
<td>AF,I</td>
</tr>
</tbody>
</table>

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