Additional Superintendent Registrar
£33,437 - £41,025
Register Office, Holliday Street, Birmingham
Permanent
36.5 hours per week

We are looking for a customer-focused, dynamic, pro-active and experienced civil registration practitioner to join our team and help manage the delivery of a financially efficient and customer-focused registration, ceremonies and citizenship service that meets the Council's statutory responsibilities.

The successful candidate will be someone with previous experience in working in a Register Office and have experience of managing/supervising staff.

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 be flexible and able to work under pressure in order to meet tight 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 as well as on your own initiative. You will also require a positive outlook and be responsive to customer needs, and the needs of the Registration Service.

For any Informal enquiries please contact Angela Robinson on 0121 675 1002

Ref: PL1712017

Closing Date: 20 June 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.”
JOB DESCRIPTION

JOB TITLE: Additional Superintendent Registrar

GRADE: 5

NO OF POSTS: 1

POST REQUIRE S POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

1.1 To assist in leading, managing, directing and developing 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 to provide an excellent Registration service.

2.1 DUTIES AND RESPONSIBILITIES

General Duties

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

2.1.2 To assist with budgetary control and monitoring.

2.1.3 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.

2.1.4 To be responsible for the Certificates Service Area.

2.1.5 To be responsible for the security, ordering and accounting of the security stock of legal registration documents according to the Registrar General’s instructions and procedures.

2.1.6 To be responsible for the restoration of old and damaged registers and the digital scanning of archived registers held at the office.

2.1.7 To represent the Service area at a variety of meetings i.e. regional registration groups, funeral directors meetings and responsible for implementing any agreed action.
2.1.8 To monitor current practices and developments by attendance at such courses and seminars as required and to assess the implications of such on the Registration Service.

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

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

2.1.11 Directing and supervising staff to ensure legal requirements are met.

2.1.12 To carry out all legal requirements regarding marriages and Civil Partnerships in compliance with the relevant Acts of Parliament including:
   - Officiating at the solemnization/formation of marriages and Civil Partnerships.
   - 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 and 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.
   - Examine and authorise premises for use for the range of ceremonies offered through the Registration Service.
   - Check and manage the accuracy and statutory compliance of the work of other staff.

2.1.12 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.

2.1.13 To be a sponsor for Tell us Once.

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

2.2 Duties, which vary considerably, will include any or all of the following on a rotational basis or within the needs of the service.

2.2.2 To deputise for the Superintendent Registrar/Service Operations Managers as required.
2.2.1 To manage the Registration Service Area inc. reception, in the absence of the Additional Superintendent Registrar inc. reception.

2.2.2 To manage the Ceremonies Service Area, in the absence of the Senior Additional Superintendent Registrar.

2.2.3 To be responsible for the maintenance and accuracy of official records in compliance with the relevant Acts of Parliament and Registrar General’s instructions.

2.2.4 To be responsible for ensuring the collection and checking of quarterly certified copies.
   a. Registrars’ birth, stillbirth, death and marriage copies and their certification, collation and despatch to the Registrar General.
   b. The collection, checking, indexing of marriage returns and registers from the Clergy and other religious ministers, responsibility for authorising payment for these and their collation and despatch to the Registrar General.
   c. The organization and supervision of marriage data input to the RON system on behalf of the Registrar General.

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

2.2.6 To supervise, train, advise and guide other registration officers regarding technical registration and customer care issues.

2.2.7 To be responsible for the administration of the computer systems and equipment used in the office.

2.2.8 To be responsible for other associated administration duties within the office.

2.2.9 To undertake training as required.

2.2.10 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 Operations Manager

JOB NO: 70000364

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. Left to work within established guidelines subject to scrutiny by supervisor.
3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised 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>Deputy Superintendent Registrar</td>
<td>GR4</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>DSR/Registrar of Births &amp; Deaths</td>
<td>GR4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Registration Officer</td>
<td>GR3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Registration Service Officer</td>
<td>GR3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Senior Registration Assistant</td>
<td>GR3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Registration Assistant</td>
<td>GR2</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

5.1 To work on Saturdays, Sundays, Bank Holidays and evenings at any time when required.

5.2 To be on call on a rota basis on Saturdays, Sundays 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.

5.3 Holder of a full driving licence and to be a casual Car user for which an allowance is payable.

5.4 The standard working week is 36.5 hours.

5.5 Start and finish times will normally vary between the hours of 07.00 – 19.00 to be determined according to local need.

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

“\nNo 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.

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

   b. 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”
### Place Directorate
Person Specification

**Post:** Additional Superintendent Registrar  
**Grade:** GR5

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

**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/Qualifications</strong></td>
<td>Educated to GCSE O Level standard in English and Mathematics or equivalent.</td>
<td>AF</td>
</tr>
<tr>
<td><strong>NB:</strong> Full regard must be paid to overseas qualifications.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXPERIENCE</strong> (Relevant work and other experience)</td>
<td>1. Experience of working in a registration service</td>
<td>AF</td>
</tr>
<tr>
<td></td>
<td>2. Detailed and thorough knowledge of Acts, Regulations, instructions, Handbooks for Registration Officers and Registration Authorities relating to the registration service</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>3. Extensive knowledge and experience in all aspects of registration matters</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>4. Experience of supervising and managing staff</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>5. Experience of managing the delivery of registration services to the public</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>6. Experience in the use of RON and other computer systems.</td>
<td>AF I</td>
</tr>
<tr>
<td><strong>SKILLS AND ABILITIES</strong></td>
<td>1. Clear, neat handwriting.</td>
<td>T</td>
</tr>
<tr>
<td></td>
<td>2. Ability to work accurately and methodically with meticulous attention to detail</td>
<td>AF I T</td>
</tr>
<tr>
<td></td>
<td>3. Ability to prioritize and organize work</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>4. Ability to work under pressure</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>5. Excellent interpersonal skills</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>6. Ability to work on own initiative</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>7. Ability to work as part of a team</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>8. Ability to communicate effectively with a wide range of people using tact, diplomacy and assertiveness</td>
<td>AF I P</td>
</tr>
<tr>
<td></td>
<td>9. Excellent verbal and written communication skills</td>
<td>I</td>
</tr>
<tr>
<td></td>
<td>10. Must have numeracy skills</td>
<td>I T</td>
</tr>
<tr>
<td></td>
<td>11. 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</td>
</tr>
<tr>
<td><strong>TRAINING</strong></td>
<td>1. Willingness to undertake relevant training</td>
<td>I</td>
</tr>
</tbody>
</table>
and management and development courses as required by General Register Office and Birmingham City Council

| OTHER                          | 1. Awareness of and commitment to Birmingham City Council’s Equal Opportunities Policy | AF I |
|                               | 2. Present a clean and smart appearance                                              | I    |
|                               | 3. Ability and willingness to work outside normal office hours when required         | AF I |

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