

Job Summary

Post Title	Team Leader / Registrar	Pay Grade	G5
Service Area	Registration Service	Line Manager	Quality and Standards Officer
Directorate	PGS		
Work Style	Fixed	Job Family	Regulation
Location	Aylesbury and Beaconsfield Offices		
DBS Check Required?	YES		

Section 1: Job Purpose and Job Context

To manage a team of registration staff. To liaise with the QSO in order to manage the office on a day-to-day basis.

To be responsible for and undertake the full range of registration duties, including registering births, stillbirths, deaths, marriages and civil partnerships and associated administrative duties. To take Notice of Marriage and Civil Partnerships, conduct all marriage and civil partnership ceremonies, including citizenship ceremonies in accordance with the law.

Section 2: Main Responsibilities and Duties

This section can be a mixture of sentences and bullet points (numbered lists must only be used if they add value for the reader). This section should outline key outputs of the team/role and should provide some specific examples of role profile accountability.

- To liaise with the Quality and Standards Officer to ensure the smooth running of the office and to make decisions on a daily basis ensuring adequate resources (including cover for absences) appointments availability enabling the efficient running of the service.
- To line manage a team, to be knowledgeable about the Coaching for Performance process therefore enabling support and development for the team and service. To encourage staff to continue to develop skills and knowledge in order to progress within the service.
- To be part of the Wider Registration Service Management Team meetings providing strategic and operational input to ensure the service runs effectively and efficiently. To assist in monitoring performance statistics relating to GRO targets for registration events.
- To be part of the weekend duty manager rota supporting staff out at ceremonies and arranging any cover required.
- To be a part of the out of hours rota for registering deaths.
- To register births, stillbirths, deaths and undertake associated duties including reporting deaths to HM Coroner and delivering Tell Us Once. Accurate and efficient processing of copy certificate applications in line with statutory timescales where necessary.
 - To attend marriages and civil partnerships at registration offices, approved premises and registered buildings where a Registrar is required; to register ceremonies after the event.

- To conduct all civil ceremonies. To deliver other services including naming, commitment, renewing of vows and citizenship ceremonies and the taking of notices of marriage and civil partnerships.
 - To ensure the safe custody of all documents, records and stock when in use. Ensuring the timely collection of fees, cash handling and debit/credit card processing and any banking arrangements in accordance with Buckinghamshire Council and GRO procedures.
 - To maintain an up-to-date working knowledge of the General Register Office registration Handbooks and circulars, and also Buckinghamshire Council policies and procedures.
 - To undertake the whole range of administrative tasks and general office duties (including the production of copy certificates) and other office cover as required.
- To be included in the Registration Hub rota system. Duties to include start and end of day procedures, Foreign Divorce checks, publicity report, ceremony paperwork checks and other registration tasks as required.
- To engage in the Public Protection and Counter Fraud Assurance Framework developed by the General Register Office in order to keep the public safe, report fraudulent activity e.g. sham marriages and certificate applications, ensure the accuracy of registration records, protect registration records and secure certificate stock and follow statutory obligations. To understand the provisions of GDPR and how it affects the registration service.
- To comply with the General Data Protection Regulations six principles regarding customer information and to understand their roles and responsibilities in relation to data they may access and use.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Co-ordinate the day to day allocation of tasks to others and support the induction, training and mentoring of others	Plan team workloads, ensuring appointments seen on time. Knowledge of the C4P process.	✓	
Experience as a Registrar	Registering births, deaths and marriages and administrative duties associated with this role.	✓	
Experience of working in a frontline post and being aware of customer care.	Registering life events and attending ceremonies and liaising with customers	✓	
Proven record of good communication and interpersonal skills, able to explain technical/legal issues in a straightforward manner.	Empathic when dealing with the bereaved. The ability to explain detailed rules and regulations clearly and concisely to customers and colleagues.	✓	
Good ICT skills, including use of Microsoft applications.	The ability to register Birth, Stillbirth and Death registrations on-line, also Marriage and CP notices, as well as manually. Experiencing of using SAP for finance duties.	✓	
Literacy and numeracy skills, with the ability to maintain accurate records and write clear, accurate and concise reports.	Neat and accurate handwriting. Cash and credit/debit card handling skills. Accuracy and attention to detail.	✓	
Proven track record of relevant practical experience working as part of a team to meet service standards, targets and deadlines.	Helping colleagues to achieve service standards, by taking one of their appointments, assisting on reception or producing a copy certificate.	✓	
Evidence of planning and organisational skills, with ability to prioritise workloads and achieve deadlines.	The need to manage own electronic diary. Preparing copy certificates.	✓	
Knowledge required in accordance with all policies and procedures which apply to the job and understanding the reasons for this. Including keeping up to date with all	All policies and procedures are complied with. Information / advice are accurate, timely and constructive. Potential issues are identified.	✓	

General Register Office Policies and Practices.	Possible solutions are offered. Issues are escalated / reported as necessary.		
To undertake continual self-development.	To undertake the required e-learning courses and technical assessments.	✓	
Proven ability to research, analyse and present information	Investigating complex registration queries. The need to provide information to partner agencies where permitted. Liaising with couples / families to prepare individual ceremonies.	✓	
Working with and supporting the registration service management team to continually develop and improve the service.	To promote ideas and changes to procedures to other staff members in a positive manner.	✓	
Public speaking experience or presentations to large groups.	The ability to deliver ceremonies to a large audience (250 guests) with good intonation, speed and tone. To also have the ability to 'control' the guests and hold their attention.		✓
Experience of managing a team in a front line service			✓
Qualifications		Essential	Desirable
Educated to GCSE/NVQ 2/3 standard, with grade 9-4 (A-C) English & Maths or equivalent		✓	
National Accreditation Programme Qualification for Registrars			✓
Other Requirements		Essential	Desirable
<i>(e.g. full driving licence if it is a genuine occupational requirement of the role)</i>		✓	
The Registration Service has a local Service policy that drinking alcohol whilst on duty and being paid by Buckinghamshire Council is not permitted. A copy of this and the Council's Substance Policy will be given to you at your induction, you will be asked to read both and sign a form to say you have read and understood them. You will need to be able travel across the county to office locations, approved venues and wider. Access to / use of a vehicle is a requirement. You must have business insurance for each vehicle you use for work related tasks. There will also be a requirement to work evenings as necessary on a rota basis.		✓	

This role will have a two week working pattern. Week 1 is from Monday to Friday – Week 2 is from Tuesday to Saturday. There may be reason to vary this working pattern to ensure adequate office cover. You will be part of the Out of Hours deaths registration rota. You will part of the Duty Manager team providing out of hours support (via the phone) at weekends and Bank Holidays, c 2 days a month. You must be of smart appearance. PLEASE NOTE: A person is disqualified from appointment to any registration officer post if: - He/she has been declared bankrupt and has not subsequently been discharged 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 - He/she has been dismissed from any office by the Registrar General and the Registrar General does not consent to the appointment - He/she is or has been during the 12 months preceding the date on which the appointment is to take effect, a member of Buckinghamshire Council or of a committee of the Council having duties in relation to the appointment of registration officers - He/she holds any office as authorised person, secretary (for marriages) of a synagogue or a registering officer of the Society of Friends - He/she is a minister of religion, a medical practitioner, a midwife, an undertaker or other business concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any 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. You will be required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are ‘specified’ as per Section 2(1) of the LGHA 1989 and Posts which are ‘sensitive’, which means that they are politically restricted by virtue of the nature of the role, rather than the job title.		
<i>*delete as appropriate</i>		

***All posts that need an enhanced or standard DBS check**

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- All unspent convictions and conditional cautions
- All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020).

For further information on filtering please refer to [Nacro guidance \(nacro.org.uk\)](https://www.nacro.org.uk) and the [guidance published by the Ministry of Justice](#) (see, in particular, the section titled 'Exceptions Order').

OR

***For all other posts regardless of whether require a Basic check or no check at all**

This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- Unspent convictions and/or unspent conditional cautions only

For further information on how long it takes for convictions and conditional cautions to be spent, please refer to Nacro's [guide](#) on the Rehabilitation of Offenders Act.

This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.