

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY AND CHILDREN'S SERVICES
Division:	PUBLIC HEALTH & PROTECTION
Section:	REGISTRATION SERVICES
Sub Section:	N/A
Post Title:	CASUAL REGISTRATION OFFICER
Vision Post Number:	11652
Grade:	GR 6
Responsible to:	Superintendent Registrar
Posts Reporting to this Post:	None
Team:	Registration Team
DBS Required Level:	None
Location:	REGISTER OFFICE, MUNICIPAL BUILDINGS, GELLIWASTAD ROAD, PONTYPRIDD.
Date of Description:	October 2019

KEY OBJECTIVES

To undertake and assist, under the general supervision of the Superintendent Registrar, the functions of a Registration Officer and/or Deputy Superintendent Registrar and/or Registrar of Births, Deaths & Marriages in accordance with the Registration Acts and the Registrar General's regulations. It will include a range of registration duties, including registering /officiating at marriage, civil partnership and citizenship ceremonies, as well as at naming, reaffirmation and bespoke ceremonies at the Register office, various approved venues and Churches and Chapels within the district of Rhondda Cynon Taf. You would also provide support to the General Office, Reception and Registrar's for birth, still-birth and death registrations as and when required.

SPECIFIC RESPONSIBILITY

- To provide an excellent level of customer service.
- To provide reception cover when required.
- To provide accurate and efficient processing of certificate applications.
- To issue legal documentation from registers in the custody of the registrar and superintendent registrar.
- To register civil marriage, civil partnerships and citizenship ceremonies in the register office, approved premises, other licensed buildings and churches and chapels, and at the home or place of residence of housebound and detained people or those terminally ill.
- To register births, still-births, deaths, marriages, civil partnerships that take place within the Registration District to meet statutory requirements and key performance indicators set nationally by the Registrar General and locally by the council.
- To ensure the safe keeping of registration records and certificate stock and maintaining confidentiality of such records.
- To support other registration officers in the full range of their duties; ensuring that the necessary civil preliminaries have been completed before a marriage, civil partnership or citizenship takes place. Undertaking all duties connected with registration of marriages, civil partnerships and citizenships, as well as naming, reaffirmation and bespoke ceremonies.
- To maintain a working knowledge of the regulations of the GRO Registration Handbook, council policies, procedures and circulars.
- To ensure that all activities are operated in accordance with equal Opportunities legislation and the Council's Equal Opportunities Policy.
- To deliver a high standard of customer service in dealing with correspondence, telephone, e-mail enquiries and customers in person as appropriate.
- To account for fees received when discharging these duties and to be financially accountable in accordance with Council and General Register Office procedures, including the collection of fees, cash handling and debit/credit card processing and banking arrangements.
- To issue returns and statistical information to central government departments and other administrative duties as required.



The post holder will be required to be available to work Monday – Friday, weekends and bank holidays as and when required, sometimes at short notice.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

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THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills	Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website. Holder of the registrar General's Certificate of Competence in Registration Law.
EXPERIENCE	Experience in providing a frontline public service. Experience of computer packages including Microsoft Office.	Uses initiative and works without close supervision.
COMPETENCIES	Frontline and Cust. Care Competency Framework	
Working with others	Supports other team members when required, particularly new team members.	
Communicating Effectively	Always use the correct grammar and spelling.	

Achieving Results	Takes initiative and can work without close supervision.
Meeting Customer's Needs	Goes and finds the correct information if they can't provide it personally.
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel across County Borough areas with access to suitable transport to carry out the full requirements of the post.</p> <p>To work weekends, Bank Holidays as and when required.</p> <p>To be on call for Registration emergencies on weekends, Bank Holidays and in the evenings.</p> <p>A smart appearance must be maintained at all times.</p>