

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Deputy Registrar of Births, Deaths and Ceremonies	JEID	N0085
Salary Grade:	Scale Point 14 - 17 Grade H		
Team:	Resources		
Service Area:	Registration		
Primary Location:	Warwickshire Registration Offices		
Political Restriction	This position is not politically restricted.		
Responsible to:	Registration Manager		
Responsible for:	N/A		

#### Role Purpose

To register births, stillbirths, deaths, marriages and civil partnerships in accordance with current statute, regulation and instruction.

#### Role Responsibilities

1. To register births, stillbirths, deaths, marriages and civil partnerships within the district.
2. To take declarations for the registration of births and deaths occurring outside the district.
3. To re-register births as required (e.g. to add Father's details, or after parents marry). To add names to existing registrations (space 17).
4. To correct registrations as required, in accordance with general register office guidelines.
5. Issue documents for burial or cremation and other documents in connection with medical and social services. Collecting appropriate documents once the funeral has taken place. This may occasionally necessitate out of hours working.
6. Notify the Health Authority of all births, stillbirths and deaths registered each week in the district.
7. To register deaths after inquest.
8. Refer to the coroner any deaths which appear to have occurred from unnatural causes, violence, accident or industrial disease.
9. To inform government organisations and local council services that a birth or death has occurred via the Tell us Once reporting system.
10. To issue copy birth, death and marriage certificates
11. Prepare annual stock order.
12. To handle and account for fees using the electronic cash book. Bank fees in accordance with

cash handling policy.

13. Provide members of the public with any information they may require for obtaining copies of birth, death & marriage entries.
14. Provide statistical returns to the County Council as requested.
15. Collect quarterly returns from clergy and authorised persons.
16. Issuing books of medical certificates to doctors. Maintaining an up to date list of local doctor's names, signatures and registrations.
17. Any other duties required of the post or by the Registration Manager.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

Good standard of education. Literate and numerate.	A,D
Experience of working in an environment where measures are taken to protect client confidentiality and to understand the need to respect confidentiality of information	A,I
General administrative experience, in roles that require dealing with data, in paper and electronic formats. Accurate keyboard skills and experience in using other computer packages including Microsoft Office (Word and Excel)	A,I
Experience with dealing with members of the public in a customer service environment and a commitment to providing first class customer service	A,I
Experience of electronic systems for cash accounting, reconciliation, appointments and diary management.	A,I
Ability to deal with distressed customers and communicate clearly & effectively in difficult situations	A,I
Orderly and meticulous approach to work with a strong commitment to accuracy and reliability	A,I,T
Active listening, concentration, ability to ensure that information required for registration is obtained at the first interview.	I
The ability to respond with tact, diplomacy and empathy to customers with heightened levels of distress and sensitivity. Ensuring that information is given and received to the appropriate level of understanding, in accordance with statutory procedures.	I
Need for clear neat handwriting and accuracy with spelling	A,T
Ability to work on own initiative and under pressure and with conflicting demands	A,I,T
Ability to adapt to changes positively in working practices and the working environment	A,I
Experience of maintaining accurate and complete records	A,I
Ability to work as a member of a team, flexibility and co-operation to ensure that	A,I

service is maintained even if personally inconvenient.	
Professional appearance The person appointed will be required to wear staff uniform	I
Good negotiation skills,	A,I
Willingness to undertake relevant training and learn new skills as appropriate	A,I
Ability to travel efficiently and effectively throughout Warwickshire	A,I

### Desirable Criteria

Assessed By:

In depth knowledge of Registration Service legislation	A,I
Principles of data protection legislation	A,I
Experience of achieving customer service targets	A,I
Experience of Registration software (RON and electronic cashbook and diary)	A,I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	X Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors

X Significant use of computers (display screen equipment)		X Work with vulnerable children or vulnerable adults	
<input type="checkbox"/> Undertaking repetitive tasks		<input type="checkbox"/> Working with challenging behaviours	
<input type="checkbox"/> Continual telephone use (call centres)		<input type="checkbox"/> Regular work with skin irritants/ allergens	
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)		<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)	
<input type="checkbox"/> Work requiring respirators or masks		<input type="checkbox"/> Work with vibrating tools/ machinery	
<input type="checkbox"/> Work involving food handling		<input type="checkbox"/> Work with waste, refuse	
<input type="checkbox"/> Potential exposure to blood or bodily fluids		X Face-to-face contact with members of the public	
<input type="checkbox"/> Other (please specify):			