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:	Registration Officer	JEID	**R0390**
Salary Grade:	Scale I		
Team:	Resources		
Workplace location:	Warwick		
Service Area:	Registration		
Political Restriction	This position is not politically restricted.		
Responsible to:	Registration Service Managers		

Role Purpose

To provide high-quality, customer-focused registration services, ensuring all processes are delivered accurately and in full compliance with current legislation, regulations, and official guidance.

Role Responsibilities

- **Handle Enquiries**
  Manage ceremony and appointment booking enquiries via phone, shared email inboxes, post, and in-person visits. Liaising professionally with customers in responding to enquiries, for ceremony bookings for marriages, civil partnerships, naming and renewal of vows and booking appointments for births, deaths, stillbirths and legal notice.

- **Working Knowledge**
  Take responsibility for maintaining up-to-date knowledge of legislation, statutory requirements and processes using registration the Registrars Website, associated handbooks, GRO circulars, e-learning, management updates and local guidance.

  Confidently navigate handbooks and technical guidance to find answers to technical queries relating to births, deaths, stillbirths, marriages and civil partnerships independently.

- **Customer Service with Emotional Intelligence and Clear Guidance**
  As this role involves significant customer contact during key life events, demonstrate strong emotional intelligence by providing a professional, compassionate and responsive service,

adapting your approach to support individuals in sensitive, complex or distressing circumstances.

Advise and assist in accordance with legislative requirements and national guidance:

Forming marriages and civil partnerships; the registration of births, deaths, and stillbirths; Citizenship; obtaining copy certificates; Corrections; Waivers for legal notice periods; Applications for the registration of religious buildings for marriage and the appointment of Authorised Persons; Marriages and civil partnerships by Registrar General's Licence; Documentation relating to the study of bodies for medical science or removal of bodies out of the country.

- **Registrations of events and Notice Attestation**
  Carry out registration duties in accordance with statutory legislation, regulations, General Register Office instructions and local processes.

  Deliver a timely and efficient appointment based registration service to register births, stillbirths, deaths (including coronial inquests), marriages and civil partnerships and attest notices of marriage and civil partnership.

  Check registrations and to ensure the accuracy and completeness.

  Issue copy certificates both at the point of registration and after, as requested.

  Issue documents for burials and cremations (this may require occasional out-of-hours work) and proactively seek to reconcile post-funeral.

  Issue schedules for marriages and civil partnerships.

  Scrutinise and determine the validity of documentation relating to foreign divorce and dissolution cases, applying legislation, policy and guidance to approve, reject or refer cases for further investigation where appropriate.

  Manage workloads within allocated timeframes.

- **Registration by Declaration**
  Attest declarations for out-of-district birth and death registrations and complete registrations for inward declarations for births and deaths.

- **Re-registrations**
  Re-register births (e.g. to either add father's details or after parents have formed a marriage or civil partnership).

- **Notices Display**
  Ensure all county marriage notices are displayed on the electronic notice board.
  Ensure all county civil partnership notices are displayed on the notice board.

- **Work collaboratively with colleagues and external partners**
  Notify the Health Authority of all births, stillbirths and deaths registered each week.

  Inform government organisations and local council services that a birth or death has occurred via the Tell us Once reporting system.

Liaise with Medical Examiner offices, Coroner's Officers, Funeral Directors, Crematoria and Church offices and other partners as required.

Fulfil statutory safeguarding and reporting responsibilities by preserving the integrity of marriage and civil partnership processes, including reporting directly to the Home Office to prevent immigration abuse, identifying and referring suspected sham marriages or civil partnerships, exercising professional curiosity, and escalating concerns relating to fraudulent activity, forced or predatory relationships, suspicious applications or documentation to appropriate authorities in line with legal and safeguarding frameworks.

Contribute to maintaining a safe, secure and compliant working environment for staff and customers.

- **Conduct ceremonies**
  Conduct marriage, civil partnership, citizenship and other non-statutory ceremonies in the Register Office.

  Conduct marriage and civil partnership ceremonies by Registrar General's Licence at locations such as hospitals, hospices and in the community (this may require occasional out-of-hours work).

- **Records & Filing**
  Maintain custody of completed birth, death, and marriage registers within the district.

  Maintain acurrate filing systems, including electronic records, spreadsheets, shared email inboxes, data, contact information, and ensure the register repository is organised.

- **Secure Stock**
  Carry out monthly checks of spoilt stock and write-off forms to support reconciliation, compliance, and identification of training needs.

  Complete stock transfer forms accurately and in a timely manner.

  Prepare and submit annual stock order and return to the General Register Office.

  Maintain accurate and robust stock logs to ensure full compliance.

- **Financial Transactions**
  Administer the collection of statutory payments, ensuring all monies are accurately received, recorded, and reconciled in line with legislative and organisational requirements.

- **Index Searches**
  Search Birth, Death, and Marriage indexes as required.

- **Data Reporting**
  Compile statistical information for service performance as requested.

- **Training & Development**
  Attend training events and courses to enhance skills and maintain professional competence.
  Contribute to maintaining key performance targets, service standards and identifying improvements to processes and customer experience.

Take responsibility for keeping knowledge up to date by reading management emails and regularly accessing the Registrar's website.

Support the effective onboarding and ongoing development of new staff through training, mentoring and coaching.

- **Other Duties**
  Undertake any other duties commensurate with the role as directed by service managers.

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:
3 years minimum professional experience prior to commencing in role. Ability and experience of interpreting and acting on policy. Good literacy and numeracy skills.	A,D
Strong ICT skills, accurate keyboard skills, and proficiency in Microsoft Office (Word, Excel). Ability to use electronic diary systems for bookings and accounting, and software for producing certificates.	A,I,T
Demonstrates strong administrative experience in managing data across paper and electronic systems.	A,I,T
Ability to work independently, under pressure whilst being adaptable to changes in practices and environment and effectively prioritising and responding to conflicting demands.	A,I
Experience working in environments requiring strict customer confidentiality.	A,I
Demonstrate a high level of emotional intelligence, adapting service delivery to sensitively support customers during significant and often emotional life events by using tact, diplomacy, and empathy, ensuring clarity and compliance with statutory processes.	A,I,T
Customer service experience with a commitment to high standards.	A,I,T
Experienced and confident in maintaining records and processing payments (cash, card, online) and reconciliation using electronic systems.	A,I
Team player with flexibility to maintain service continuity.	A,I
Effective communication skills—verbal (phone/in-person) and written (email/letters).	A,I,T
Meticulous, accurate, and reliable approach to work; neat handwriting and correct spelling.	A,I,T

Active listening, concentration, ability to ensure that information required for registration is obtained at the first interview.	I
Physically able to lift and carry registers/stock.	A,I
Professional appearance: staff uniform is provided.	I
Willingness to undertake training and learn new skills.	A,I
Ability to travel efficiently across Warwickshire	A,I,D
Flexible with working hours and travel to cover holidays and sickness.	A,I

Desirable Criteria

	Assessed By:
In depth knowledge of Registration Service legislation	A,I
Understanding of data protection principles	A,I
Experience of Registration software (RON) and use of a diary management system.	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.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ 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)
☐ Working at height/ using ladders on a regular/ repetitive basis	X Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching

☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
X Significant use of computers (display screen equipment)	X Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	X Face-to-face contact with members of the public
☐ Other (please specify):	