

Job Description and Person Specification

Role: Registrar and Ceremony Co-ordinator



Job Description

Job Title	Registrar and Ceremony Coordinator
Grade	G5
Service	Register Office, Legal Services
Reports to	Ceremony & Business Support Manager
Location	Cheylesmore Manor House, Manor House Drive
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Contribute to providing the Registration Service within the city, by primarily conducting marriage, civil partnership, citizenship and non-statutory ceremonies; also providing additional support as required to the service with registering births, deaths, still-births and marriages.

To drive income generation and the promotion of Cheylesmore Manor as a ceremonial venue and the registry office as a provider of ceremony services, as well as identifying other income opportunities for the service.

To coordinate and develop the ceremonial activity taking place at the Registry Office and at outside venues. Create and develop excellent link with stakeholders to raise the profile and promotion of the service including the maintenance of the website and identification of other advertising/promotional opportunities. To meet members of the public looking for venues in the City to promote the Council venues and coordinate a ceremony package ensuring an excellent service.

Main Duties & Key Accountabilities

Core Knowledge

- a. To study, interpret and carry out all statutory duties in accordance with the range of relevant legislation, statutory regulations, policies, procedures and handbook, in relation to civil registration as directed by the Registrar General and by fulfilling the functions of a statutory Deputy Registrar.
- b. Perform statutory duties of a Deputy Superintendent Registrar to record complex notices of marriage/civil partnership to ensure ceremonies can happen within the confines of the law. Report to the Home Office any suspicions of a sham ceremony (a ceremony being entered into to circumvent immigration law) about to take place.
- c. Deal with any legal objections received whilst notice period is being observed, regarding marriage/civil partnerships due to take place. If no objections, Issue certificates of authority to allow marriages/civil partnerships to take place.
- d. Conduct/officiate at any ceremony as required by the service. Ceremonies can be conducted within the office or at an approved venue as licensed by the council, or following emergency requests for marriages/civil partnerships of terminally ill people, can be conducted in communal homes, private residences or hospitals.

- e. Registrar availability to be kept up to date in diary and registrars attached to all ceremonies to ensure no double bookings and sufficient staff available. Ensure all booked ceremonies have correct legal preliminaries completed or booked and paperwork to hand in sufficient time for the ceremony to be able to proceed.
- f. Meet potential customers to promote the Council venues and arrange for organised tours of ceremony suite, open days etc. Promote non-statutory ceremonies and make bookings for same. Liaise with the press and other stakeholder to raise the profile of the City Council venues.
- g. Ensure licences for all Approved Venues in Coventry remain in date. Attend venues for inspections when applications for renewal of licence are due or as necessary. Liaise with venues regarding their bookings for ceremonies ensuring timings are possible for team allocation by managers. Ensure that the statutory requirements for the licencing of venues in Coventry are complied with.
- h. To manage the registration service relationship with the City's Clergy including managing of clergy returns and provision of training to ensure the clergy are updated as to legislative change.
- i. To support the Ceremony and Business Manager in the management and training of casual ceremony officiates and to monitor the quality of service provided by casual officiates.
- j. To liaise with other registration areas and venues to identify areas of good practise and opportunities. Keep up to date with legislative changes for registration and ceremony work; and to keep abreast of development and trends in ceremony activity. To monitor and benchmark against other venues and statutory and non statutory services in respect of ceremony prices.
- k. Work with limited supervision to organise own workload and prioritise work to ensure that all duties are carried out to appropriate standards, including the checking of register entries of colleagues to ensure accurate recording of facts.
- l. To represent the City Council in formal public situations in connection with the professional duties of the post including dealing with challenges from the public, ensuring ceremonies are seemly and dignified and being able to deal with unexpected incidents or requests.
- m. Input marriage/civil partnership schedules onto the registration system to ensure the marriage is registered. Liaising with Places of Worship/Registrars if discrepancies.
- n. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

<p>Staff managed by postholder:</p>
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Person specification

Job Evaluation Code	
Knowledge	
To have good knowledge and understanding of the workings of the Registration Service and the legislative requirements.	
Practical understanding and knowledge of customer care techniques.	
Appreciation of the need for confidentiality and tact when dealing with a wide range of enquiries – Data Protection Act 1998.	
Appreciation of the meaning of equal opportunities within a statutory service for a wide and diverse population.	
An understanding of the principles of team working.	
Skills and Abilities	
Presentation skills to be able to officiate at ceremonies with confidence and assurance speaking clearly and concisely.	
Exceptional interpersonal skills with an ability to remain calm in difficult circumstances and deal with all customers in a helpful and constructive manner.	
Ability to work as part of and contribute to the effective work of a team, or individually as required.	
Ability to work to given timescales and deadlines and prioritise work accordingly whilst sustaining high levels of concentration and accuracy.	
Ability to put into practice high standards of customer care, responding to the different needs of people from a variety of cultures, and people with disabilities.	
Ability to carry out accurately, a high volume of repetitive work to deadlines and within timescales whilst under the scrutiny of the public.	
Computer/keyboard skills for inputting data within the Microsoft Office Suite and in house data bases for individual service.	
Ability to carry out registration duties in buildings other than the register office with occasional lone working.	
Able to cope with a range of challenging emotional behaviours and circumstances.	
Experience	
Previous experience of learning, understanding and applying legislation and regulations.	
Working within a team environment with limited supervision.	

Experience of dealing with the public in a front line role.

Qualifications

GCSE Grade A – C qualified to include English.

Substantial experience in a Customer Service role which will include interviewing techniques.

Special Requirements

- Able to drive around the city to attend ceremonies
- Able to transport heavy registers to ceremonies
- A CCC uniform will be issued to wear. Until this is issued you must wear smart business clothing suitable for greeting members of the public and attending ceremonies
- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
- Requirement to work at weekends.

Date Created	March 2023	Date Reviewed	April 2023
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