

Job Description and Person Specification

Role: Registrar of Births, Deaths, and Marriages



Job Description

Job Title	Registrar of Births, Deaths, and Marriages
Grade	G5
Service	Register Office, Legal Services
Reports to	Registration Manager
Location	Cheylesmore Manor House, or other Designated Service Point
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

Undertake the statutory duties of the Registrar for the Coventry District Registration Service, ensuring compliance with statutory and local regulations governing the service.

Main Duties & Key Accountabilities

Core Knowledge

- Undertake the statutory duties of a Registrar of births, deaths and marriages for the Coventry District Registration Service ensuring compliance with statutory and local regulations governing the service and the ability to recognise and report cases of fraud, perjury, sham and forced marriages/civil partnerships.
- To study, interpret and carry out statutory duties in accordance with a range of 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 registrar.
- Perform statutory duties of a Deputy Superintendent Registrar to record complex notices of marriages/civil partnerships to ensure ceremonies can happen within the confines of the law and deal with any legal objections received whilst the notice period is being observed, regarding marriages/civil partnerships due to take place. If no objections, issue certificates of authority to allow ceremonies to proceed. Check completed schedules for accuracy.
- Accurately assess legal documents to ensure they are satisfactory for registrations including court orders, statutory declarations, divorce or dissolution documents, foreign legal documents, and their translations.
- Conduct/officiate at any ceremony as require by the service. Ceremonies can be conducted with 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 residencies, or hospitals.
- Liaise with other registration districts to identify areas of good practice and opportunities for improvement. Keep up to date with legislative changes for registration including the Birth & Death Registration Act 1953, Marriage Act 1949, Civil Partnership Act 2004, and the Asylum & Immigration Act 1953.
- Assist members of the public in person, via email, telephone or post in the undertaking of registration business. Making them aware of their responsibilities of the law and all matters relating to the complex statutory processes of registration.
- Assist members of the public who are dealing with extremely difficult life events such as baby/child deaths, housebound registrations for deaths/marriages. Awareness to recognise, support and report concerns for vulnerable adults and children.
- Ensuring the safe custody, security and management of unused certificates, counterfoils, and registers. Responsible for the scrutiny of issuing, checking, and certifying certificates requested by customers from Registrar and Superintendent Registrar stock.

- Allocate security stock to registration officers and medical personnel keeping accurate stock control records on behalf of the Registrar/Ceremony & Business Support Manager.
- Undertake the collection of fees in accordance with the Council's financial regulations alongside a daily reconciliation of all fees received and certificates issued from stock and any spoilt certificates.
- Prepare, check, and maintain the electronic transmission of quarterly copies of registrations for the Registration Manager. Ensure correct legislation and statutory procedures have been followed at the end of every day by checking and certifying colleagues register pages.
- Ensure that all enquiries are carried out expeditiously in accordance with policy and relevant legislation.
- Act as part of a team on a rota basis in the duties of Registrar on call for faith deaths at the weekend and Public Holidays.
- Responsible for own training and development needs especially mandatory training and relative registration training including specific GDPR.
- All registrars of Births, Deaths and Marriages will be designated as Deputy Superintendent Registrar for various duties including monitoring any outstanding unregistered births and deaths, corrections/annotations and re-registrations of registration entries and referring to the Registrar General where necessary.
- Conduct change of name deed appointments, meeting customers ensuring all relevant documents are checked and issuing completed documents.
- Registrars will be expected to take on additional elements of work to develop services. These additional tasks will typically include:
 - Representing Coventry Registration service.
 - Co-ordinating or assisting with events.
 - Train, advise and guide new and existing members of staff in aspects of registration.
 - Training customer service team and ensuring any updates are cascaded.
 - Ensure website is kept updated and relevant.
 - Be a champion for specific aspects of the service or policy in the One Coventry Plan and attend the relevant meetings.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Local Hospital Bereavement Team Medical Examiner Funeral Directors Warwickshire Register Office General Register Office Home Office Police Clergy	Customer Services Bereavement Services Coroner's Office Fraud Department Council Tax Looked after Children

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:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
A practical in-depth knowledge of the services provided by the Registration Service. · Practical understanding and knowledge of customer care techniques.	
An understanding of the principles of team working.	
Appreciation of the need for confidentiality and tact when dealing with a wide range of enquiries.	
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Knowledge of IT packages and systems to support word processing and presentation of documents.	
Appreciation of the meaning of equal opportunities within a statutory service for a wide and diverse population.	
Health and Safety in relation to the office environment.	
Basic knowledge of data protection implications.	
Skills and Abilities	
Ability to pay precise attention to detail and an understanding of the need for confidentiality	
Ability to communicate clearly and effectively, both verbally and in writing, with members of the public, internally within the Council, and with other organisations in mature and tactful manner. · Ability to work well, both independently and as a member of a busy customer focused team. · A commitment to customer care and quality.	
Ability to work under pressure whilst under the scrutiny of the public.	
A mature, tactful, confident, and even-tempered approach to deal with customers who may be experiencing great stress following bereavement.	
Ability to carry out accurately a high volume of repetitive work.	
A good standard of handwriting with a fountain pen.	
Ability to work in a methodical and orderly manner to deadlines.	
Able to responds to and cope with changing demands in work.	
Ability to understand and put into practice detailed instructions.	

· Ability to use office technology.
Ability to understand cash accounting and documentation systems.
Reliable and punctual.
Experience
Experience of registration work.
Interpreting sometimes complex legislation.
Minor accounts keeping.
Dealing with the public in an interview situation.
Public speaking to be able to perform appropriate function at ceremonies both in the Register Office and at large venues.
Working within a team environment with limited supervision.
Experience of dealing with the public in a front-line role, handling queries and resolving enquiries.
Experienced in the use of Microsoft Office and competent in the use of databases in order to use in-house systems.
Qualifications
GSCE Grade A-C qualified to include English.
Special Requirements
A smart appearance and high standard of dress is required, appropriate for meeting and conducting marriage ceremonies. A uniform will be provided for work within the Register Office. ·
Able to drive around the city to register births, housebound registrations and attend ceremonies.
Statutory Disqualifications. No person can be qualified for appointment if:
- he or she has been declared bankrupt and has not subsequently obtained his or her discharge.

- he or she has been dismissed from any Registration Office and/or the Registrar General does not consent to his or her appointment.
- he or she is, or has been in the last 12 months preceding the date on which the appointment is to take effect, a member of the Council, or of a committee of the Council having duties in relation to the appointment of Registration Officers.
- he or she holds any office as authorised person, secretary (for marriages) of a synagogue or registering officer for the Society of Friends.
- he or she is a practising minister of religion, a medical practitioner, a midwife, an undertaker, or any other person involved in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent proper performance in person of the duties of the office for which he or she is a candidate.
- he or she is an officer or servant of the Council appointed by them to exercise the functions of the Proper Officer. - he or she holds office as superintendent registrar, or is a coroner, or is an officer or servant of a local authority employed by them in the performance of duties relating to their functions as a burial authority.

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