

Job description

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| Job title: | Deputy Registrar |
| Grade: | Dorset Council Grade 8 |
| Job evaluation reference: | CS706 |
| Job family: | Legal and Political |

Purpose and impact

1. To deliver front-line integrated council services to customers that meets their needs relevant to their life-defining event. This includes the delivery of specialised statutory services relating to birth, death, marriage, civil partnership and citizenship events
2. To provide front-line service delivery cover for Registrars, Ceremony Officers and Contact Centre Officers.

Key responsibilities

3. To provide day to day cover for Registrars undertaking the full range of duties except for the management of the team of Ceremony Officers.
4. To provide day to day cover for Ceremony Officers undertaking the full range of duties.
5. To provide day to day cover for Contact Centre Officers undertaking the full range of duties except for the management of the team of Contact Centre Officers.
6. To continually build up technical and legal knowledge through seeking support for following through with and resolving complex enquiries that are outside current scope of knowledge.
7. To work as a team in the challenge of, and assist in, the continuous improvement of the system to improve service delivery for the customer.
8. Assisting the Registration Management Team with ad hoc project work.
9. The post holder is a 'Deputy Registrar of Births, Deaths and Marriages' and a 'Deputy Superintendent Registrar' and is personally responsible for the performance of their duties as set out in the Registration and Marriage Acts and liable for any offences committed in respect of those duties.
10. The post holder is also a 'Civil Partnership Registrar' and 'Authorised Person' as designated by the Civil Partnership Act.
11. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Operations Manager (Central Services)

Other factors

12. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
13. Responsible for capturing, processing and safe keeping of financial transactions involving credit / debit card data and cash.
14. When providing cover for a Registrar; accountable for the day to day security and operation of a designated local office(s) including;
 - Day to day security of office (locking/unlocking/activating/deactivating alarm).
 - Tidy and organised working environment.
 - Reporting premises and equipment maintenance issues.



Job description

- Correct operation of hearing loops.
15. When providing cover for a Registrar; responsible for the day to day usage and security of designated 'controlled stock' (central government secure asset).
 16. Responsible for security and safe usage of laptop / mobile phone.
 17. The post is mainly office based but occasional work is required at:
 - Hospitals / hospices
 - Prisons
 - Customer homes
 - Approved premises.
 18. Post holders are travelling officers and are expected to provide cover at any of the offices or Approved Premises, including at short notice.
 19. The post holder will generally be a lone-worker whilst providing Registrar cover.
 20. Post holders must be of a smart and professional appearance as befits their front-line role.
 21. Contacts are constant, wide ranging, at all levels and are a key element of the post. This ranges from members of the public to partner organisations (hospitals / GP's), central and local government organisations (HM Passport Office, Home Office Immigration Enforcement) private businesses (funeral directors), Councillors and other dignitaries (High Sheriff).
 22. Contacts from members of the public are often at extreme emotional times of their lives i.e. state of distress due to bereavement, including still-births and deaths of children, or elation due to birth of a baby.
 23. The post holder will be in face to face contact with members of the public for approximately 80% of their working day when covering registrars or 90% telephone contact when covering contact centre officers and is expected to independently resolve the customer's requirements without reference to a manager except for complex cases.
 24. Dorset Council flexible working arrangements do not apply to this post.
 25. Occasional out of hours working will be required including Saturdays.
 26. When covering Registrars, the post holder has little discretion to vary their workload which is customer led and their work tasks are pre-determined by other staff.
 27. Maintaining resilience to handle peaks in customer demand volume is required, and for handling constantly changing emotional states of customers and their circumstances.
 28. Tasks continually vary between birth, death and marriage work. Deadlines are attached to appointments which are 'back-to-back' throughout the day.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

| Qualifications/ training/registrations | |
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| Required by law, and/or essential to the performance of the role | |
| 1. | Educated to degree level or proven track record of equivalent ability |
| 2. | GCSE's 9or equivalent) (Grade C / Level 4 or above) in English and Maths or equivalent ability evidenced from testing |
| 3. | OCR Level 2 Certificate in Text Processing (Business Professional) (or similar), or equivalent ability evidenced from testing |
| 4. | ECDL or equivalent IT qualification, or equivalent ability evidenced from testing |
| Experience | |
| 5. | Relevant and transferrable frontline experience of working in a high-volume customer demand led environment |
| 6. | Previous front line experience of working with computerised systems |
| 7. | Previous experience of regularly using own initiative without reference to others and being accountable for the outcome |
| Skills, abilities & knowledge | |
| 8. | Good understanding of a range office practices (reception, text processing, telephony, database management) |
| 9. | Basic understanding of the Registration Service at entry level progressing through to good understanding post entry |
| 10. | Good understanding for the outcome |
| 11. | Good interpersonal and oral communication skills; confident in dealing with people |
| 12. | Good written communication skills |
| 13. | High level of ICT skills including Word, Excel, Power Point, Internet and communication channels |
| 14. | Ability to assimilate and summarise information rapidly |
| 15. | Flexible and resilient approach to dealing with busy workloads and working to defined deadlines without reference to others |
| 16. | Ability to use own initiative and work with minimal supervision |
| 17. | Ability to promote a good team working environment and manage working relationships within and across team boundaries |
| Behaviours | |
| 18. | Responsibility |
| 19. | Respect |
| 20. | Recognition |
| 21. | One Team: Collaboration |
| Other | |
| 22. | Positive or growth mind-set, showing willingness to: <ul style="list-style-type: none"> • Commit to continuous learning • Experiment with new way of working and thinking |
| 23. | Capable and willing to follow principles and procedures |



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| 24. Proactive and responsive |
| 25. Demonstration of behaviours consistent with Dorset Council's five core leadership behaviours |
| 26. Ability to adapt to new ways of working and changing technology |
| 27. Able to fulfil the travel requirements of the post |

| Approval | | | |
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| Manager | Vivienne Robson | Date | December 2018 |

