



Job Description

Job Reference

Job Title	Deputy Registrar		
Service	Chief Executive Office	Team	Registrars
Location	Shute End		
Reports to	Superintendent Registrar		
Responsible for	N/A		
Grade	Type of position:		Date
Career Grade 4 - 5	Permanent Full Time		January 2025

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Service Purpose

The Registration service provides statutory services in relation to births, deaths, still births, marriages and civil partnerships and conducts citizenship ceremonies. The Customer Experience is at the heart of the Service.

Purpose of the role

The post of deputy registrar is a key member of the Registration Service who puts the customer experience at the heart of everything they do. They play a vital part in the smooth running of everyday interactions with the customers as well as the preparation of all types of ceremonies.

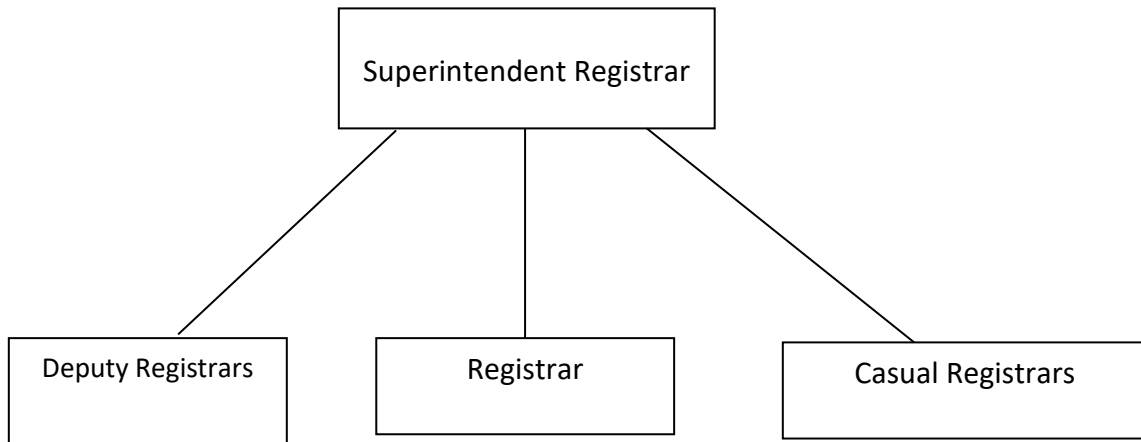
Main Accountabilities

See Appendix 1 for Grade accountabilities

1	To support the administration of the Registration Service to provide a high quality, responsive and efficient service
2	Will support the public in a friendly and professional manner via the phone, email and face to face.
3	Manage requests for copy certificates, take payments in line with corporate procedures and support the issue of certificates in a timely manner.
4	Write & quality assure personalised scripts for upcoming weddings & civil partnerships.
5	Regularly review the content of the web pages and other materials to ensure the information is accurate, up to date, appealing and competitive.
6	To support the Customer Experience Strategy and Customer Charter. To learn and support your own personal development as a Deputy Registrar and to improve the overall Registration service.

7	Maintain the database for Citizenship Ceremony to enable customers to book a private or group ceremony. Support the prospective citizens to ensure they get the most out of the ceremony that suits their needs.
8	To conduct and register marriage and civil partnership ceremonies in line with legislation. This includes undertaking ceremonies on a weekend or bank holiday if required.
9	To attend a Registrar General's License or housebound wedding or civil partnership ceremony at any location required. This is likely to include being required to attend at short notice and these can take place on any day or evening.
10	Communicate with customers regarding their upcoming ceremonies and liaise with all stakeholders involved as appropriate.
11	Monitor ceremony bookings, notice appointments, payment of fees and preparation of the final paperwork for each ceremony.
12	Take an active role in the preparation of Wedding Fairs and attend along with another member of staff. You will be expected to use your knowledge & experience to promote the ceremonies available through the Service to prospective couples.
Supervision Received	Main supervision is from the Superintendent Registrar. Other guidance on day-to-day matters will be from other, more experienced members of the team.
Supervision Given	N/A
Contacts & Working Relationships	Medical examiners, Coroners officers and GPs and their admin teams. Wedding venues and their contacts. Churches within the Wokingham Borough area and Wokingham Town Council for citizenship ceremonies. Other Colleagues and services within the Council.
Management of resources or budget	N/A
Special Factors	Ability to travel to any of the wedding venues in the borough. Driving licence essential Occasional week-end work if necessary.

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
<ul style="list-style-type: none"> – Good standard of education, including excellent literacy and numerical skills. Minimum of 5 GCSE's A-C, including English (Grade 4/5) The Registrar General's Office (GRO) nationally accredited programme for Registration Officers (Grade 5) 	E	D
Technical Skills	Essential	Desirable
<ul style="list-style-type: none"> Good IT skills including Microsoft Word, Outlook, and Excel. (Grade 4/5) Effective use of business specific applications. These may include RON (Registrars On-line), Stopford (system used for bookings & Registrars Diary). (Essential Grade 5) 	E	D

Working towards carrying out Registrations for Notices, Births & Deaths as appropriate. (Grade 5)	E	
Knowledge	Essential	Desirable
<p>Legal knowledge</p> <p>Basic knowledge of the legal framework surrounding registration work (Grade 4)</p> <p>Detailed knowledge of the legal framework surrounding registration work and ability to apply to situations. (Grade 5)</p>	E	D
<p>Workloads and priorities</p> <p>Highly motivated, able to prioritise workload and deal with conflicting priorities</p> <p>Ability to manage own workload and priorities and able to advise and guide less experienced members of the team. (Grade 5)</p>	E E	
Experience	Essential	Desirable
<p>Registration experience</p> <p>No experience – entry level (Grade 4)</p> <p>To have experience of working in a registration office and delivering ceremonies. (Grade 5)</p>	E	D
<p>Administration processes</p> <p>Experience of administering processes to tight timescales and with high levels of accuracy (grade 4/5)</p> <p>Good working knowledge and experience of the policies and processes</p>	E	

across the specialist areas in Registration (Grade 5)	E	
Other	Essential	Desirable
<p>Close attention to detail is an essential requirement in registration (Grade 4-5)</p> <p>Excellent written and verbal communication skills with an ability to vary style to meet the needs of the customer (Grade 4 -5)</p> <p>Be able to deal calmly and reassuringly with unexpected situations. To be inclusive and welcoming at all times</p> <p>Be able to exercise sound judgement and make immediate decisions based on the information presented.</p> <p>(grade 5)</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

APPENDIX 1

General Information on the role of career grade DEPUTY REGISTRAR - Tasks

	Grade 4	Grade 5
	<p>– Good standard of education, including excellent literacy and numerical skills. Minimum of 5 GCSE’s A-C, including English</p>	<p>– Good standard of education, including excellent literacy and numerical skills. Minimum of 5 GCSE’s A-C, including English</p> <p>Opportunity to work towards The Registrar General’s Office (GRO) nationally accredited programme for Registration Officers</p>
IT skills	<ul style="list-style-type: none"> • Good IT skills including Microsoft Word, Outlook, and Excel 	<ul style="list-style-type: none"> •
Legal	<ul style="list-style-type: none"> • Basic knowledge of the legal framework surrounding registration work 	<ul style="list-style-type: none"> • Detailed knowledge of the legal framework surrounding registration work and apply policies and processes across the specialist areas in Registration
Responsibilities	<ul style="list-style-type: none"> • Able to prioritise workload and deal with conflicting priorities 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • Experience of administering processes to tight timescales and with high levels of accuracy 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • Close attention to detail is an essential requirement in registration 	<ul style="list-style-type: none"> •
Communication Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills with an ability to vary style to meet the needs of the customer 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none"> • Be able to deal calmly and reassuringly with unexpected situations. To be inclusive and welcoming at all times 	<ul style="list-style-type: none"> •
Registration Experience	<ul style="list-style-type: none"> • No previous registration experience necessary – entry level. 	<ul style="list-style-type: none"> • To have experience of working in a registration office and delivering ceremonies
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Working towards carrying out Registrations for Notices, Births & Deaths as appropriate.
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Be able to exercise sound judgement and make immediate decisions based on the information presented
Systems	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Effective use of business specific applications. These may include RON (Registrars On-line), Stopford (system used for bookings & Registrars Diary).

Main Accountabilities

	Grade 4	Grade 5
<i>Delivering service outcomes</i>	<ul style="list-style-type: none"> • To support the administration of the Registration Service to provide a high quality, responsive and efficient service 	<ul style="list-style-type: none"> • To support the administration of the Registration Service and guide less experienced members of the team
	<ul style="list-style-type: none"> • Maintain the database for Citizenships to enable customers to book a private or group ceremony. Support the prospective citizens to ensure they get the most out of the ceremony that suits their needs. 	<ul style="list-style-type: none"> • Maintain the database for Citizenships to enable customers to book a private or group ceremony. Support the prospective citizens to ensure they get the most out of the ceremony that suits their needs
	<ul style="list-style-type: none"> • Manage requests for copy certificates, take payments in line with corporate procedures and support the issue of certificates in a timely manner. 	<ul style="list-style-type: none"> • Manage requests for copy certificates, take payments in line with corporate procedures and support the issue of certificates in a timely manner.
	<ul style="list-style-type: none"> • Write personalised scripts for upcoming weddings & civil partnerships 	<ul style="list-style-type: none"> • Write & quality assure, personalised scripts for upcoming weddings & civil partnerships
	<ul style="list-style-type: none"> • Monitor ceremony bookings, notice appointments, payment of fees and preparation of the final paperwork for each ceremony. 	<ul style="list-style-type: none"> • Monitor ceremony bookings, notice appointments, payment of fees and preparation of the final paperwork for each ceremony.

<i>Customer Focused Approach</i>	<ul style="list-style-type: none"> • Will support the public in a friendly and professional manner via the phone, email and face to face. 	<ul style="list-style-type: none"> • Will support the public in a friendly and professional manner via the phone, email and face to face.
	<ul style="list-style-type: none"> • To support the Customer Experience Strategy and Customer Charter. To learn and support your own personal development as a Deputy Registrar and to improve the overall Registration service. 	<ul style="list-style-type: none"> • To support the Customer Experience Strategy and Customer Charter. To learn and support your own personal development as a Deputy Registrar and to improve the overall Registration service.
	<ul style="list-style-type: none"> • Communicate with customers regarding their upcoming wedding, civil partnership, or other ceremony and liaise with all stakeholders involved as appropriate. 	<ul style="list-style-type: none"> • Communicate with customers regarding their upcoming wedding, civil partnership, or other ceremony and liaise with all stakeholders involved as appropriate.
<i>Continual Improvement</i>	<ul style="list-style-type: none"> • Regularly review the content of the web pages and other written materials to ensure the information is accurate, up to date, appealing and competitive 	<ul style="list-style-type: none"> • Regularly review and suggest updates to the content of the web pages and other written materials to ensure the information is accurate, up to date, appealing and competitive
<i>Conduct Ceremonies</i>	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • To conduct and register marriage and civil partnership ceremonies in line with legislation. This includes undertaking ceremonies on a weekend or bank holiday if required.
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • To attend a Registrar General's License or housebound wedding or civil partnership ceremony at any location required. This is likely to include being required to attend at short notice and these can take place on any day or evening
<i>Promotion of Services</i>	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Take an active role in the preparation of Wedding Fairs and attend along with another member of staff. You will be expected to use your knowledge & experience to promote the ceremonies available through the Service to prospective couples.