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| **Department** | **CHIEF EXECUTIVE** |
| **Job Title** | REGISTRATION OFFICER |
| **Grade** | GRADE 4 |
| **Primary Purpose of Job** | To provide a range of statutory and non-statutory services for the Bolton Registration District |
| **Reporting To** | Senior Registration Officer / Deputy Registration Services Manager |
| **Staffing**  **Responsibilities** | Not applicable |

**Main Duties**

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| **1** | To register births, deaths, still births, marriages and civil partnerships in accordance with statute and the Registrar Generals instructions. |
| **2** | To report to HM Coroner any deaths or still births in accordance with instructions laid down in statute. |
| **3** | To attest notices of marriage and civil partnership. |
| **4** | To ensure compliance with legislation surrounding marriages/civil partnerships of foreign nationals including the reporting of suspected sham marriages/civil partnerships |
| **5** | To conduct marriages and civil partnerships at the Register Office and any Approved Premise within the Bolton Registration District. |
| **6** | To maintain confidentiality of personal and service data in line with the Data Protection Act and the Councils relevant policies and procedures |
| **7** | To issue statutory documentation including:   1. Certified copies of entries from both current and deposited registers. 2. ii) To issue necessary documentation for the disposal of bodies of deceased persons. 3. Authorities for marriage and Civil Partnership. 4. Documentation laid down by statute to enable corrections to entries of birth, marriages and deaths to be made. 5. Collection of all quarterly returns from members of the clergy/authorised persons. 6. Production of a weekly ceremonies programme |
| **8** | To ensure that all monies taken in the course of duties are banked with an appropriate audit trail as specified by local authority guidelines and instructions from the Proper Officer for Registration Matters. |
| **9** | To assist in the maintenance of a register of clergy and authorised persons including preparation and collection of quarterly returns.  **Statutory Duties (Citizenship)** |
| **10** | Receiving certificates of citizenship and checking same against those listed as being dispatched from the home office.   * Confirming receipt of certificates of citizenship to the Home Office * The maintenance of accurate records of payments received from the Home Office * Booking new citizens onto an appropriate ceremony. * Registration of new citizens at the Citizenship Ceremony * Conducting group and individual Citizenship Ceremonies as and when required.   Confirmation to Home Office as to who has attended the ceremony  **Non-Statutory Duties** |
| **11** | Conduct a Nationality Checking Service for prospective British Citizens on behalf of the Home Office, this will include:   1. Confirming applicants have met immigration requirements. 2. Holding a one to one meeting with applicants. 3. Checking applications have been completed correctly and accurately. 4. Confirming identity of the applicant. 5. Checking passport and identity documents are not fraudulent. 6. Checking all relevant documents are present. 7. Calculating required fee for applicant and ensuring correct fee has been submitted. 8. Photocopying and certifying relevant documents. 9. Arrange for application to be transmitted to Home Office by special delivery. 10. Accounting for all payments made and providing a clear audit trail. |
| **12** | Arranging and conducting other non-statutory ceremonies (naming and re-affirmation) |
| **13** | Clerical duties including post handling, photocopying, filing. |
| **14** | Dealing with customers in person, by telephone and email with any questions/queries as outlined above. |
| **15** | Such other duties as are consistent within the grade of the post and as may be required from time to time. |

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| **Date Job Description prepared/updated:** | **Sept 2018** |
| **Job Description prepared by:** | **Registration Services Manager** |



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| **Department** | | | | **CHIEF EXECUTIVES** | | |
| **Job Title** | | | | **REGISTRATION OFFICER** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Able to communicate effectively and appropriately, both verbally and in writing, demonstrating excellent communication and interpersonal skills to act as first point of contact for the Registration Service. | | | | | Application Form/Interview |
| 2. | Ability to deal with situations sensitively showing empathy, tact, understanding and diplomacy. | | | | | Application Form/Interview |
| 3. | An understanding of the need to maintain confidentiality at all times. | | | | | Application Form/Interview |
| 4. | Demonstrate the ability to work effectively as part of a team and support other team members. | | | | | Application Form/Interview |
| 5. | Demonstrate ability to use information technology to maintain files, store and retrieve information and produce documents using web based specialist registration applications, Microsoft office and other databases. | | | | | Application Form/Interview |
| 6. | The ability to work with minimum supervision. | | | | | Application Form/Interview |
| 7. | Able to plan and prioritise work for oneself. | | | | | Application Form/Interview |
| 8. | Excellent organisational and time management skills including the ability to work to strict deadlines. | | | | | Application Form/Interview |
| 9. | Ability to use own initiative and respond to a variety of situations from both service users and other stakeholders, retaining the flexibility to change work plans to meet new requirements. | | | | | Application Form/Interview |
| 10. | Ability to input and extract data/information using both manual and computerised systems. | | | | | Application Form/Interview |
| 11. | Demonstrate numeracy skills to deal with financial transactions in the form of payments taken by cash, card and cheque. Providing an adequate audit trail | | | | | Application Form/Interview |
| 12. | Demonstrate the ability to produce clear and accurate work with attention to detail. | | | | | Application Form/Interview |
| 13. | To demonstrate the possession of clear legible handwriting. | | | | | Test |
| 14. | Ability to deliver ceremonies in a clear and confident manner to large numbers of people. | | | | | Presentation |
| 15. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Experience of working in an office environment. | | | Application Form/Interview | |
| 2. | | Experience of working with the general public. | | | Application Form/Interview | |
| 3. | | Ability to achieve OISC membership including completion of disclosure and barring service check. | | | Application Form | |
| 4. | | Successful completion of specialist training provided by UKVI Nationality and Settlement Group. | | | Application Form | |
| 5. | | Willingness to complete the required continuous professional development as agreed by OISC, UKVI Nationality and Settlement Groups and Local Government Group (LGA). | | | Application Form | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | The post holder must be able to work outside normal office hours including, evenings, weekends and bank holidays to complete the duties of the position as and when required. | | | Application Form/Interview | |
| 2. | | Ability to undertake standby duties to issue disposal documents and register deaths on weekends and bank holidays. | | | Application Form/Interview | |
| 3. | | The post holder will be expected to travel to other locations throughout the Bolton district to conduct the duties of this post. | | | Application Form/Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
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| **2. Experience/Qualifications/Training etc** | | | |
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| **Date Person Specification prepared/updated:** | **Sept 2018** |
| **Person Specification prepared by:** | **Registration Services Manager** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.