

Registration Officer

Service	Reporting to	Location	Grade
Legal and Governance	Superintendent Registrar	Old Town Hall, Civic Centre	3A

About the role

- To undertake the registration for births, deaths and marriages.
- To issue all necessary associated legal documentation according to statute including the disposal forms for deceased persons and to provide statistical information and weekly returns to Health Authorities, Local Authorities and the Office of National Statistics, and to notify appropriate organisations regarding the deaths of those in certain professions.
- To liaise with the Medical Examiner and Coroner in completing the duties relating to deceased persons
- To enter Notices of Marriage on the RON system under the Marriage Act 1949
- To register marriages/civil Partnerships which take place at the Register Office, Approved Premises and Churches throughout the City of Salford during normal working hours and one in four weekends on a Rota basis including Bank Holidays in accordance with the Marriage Act 1949
- To perform ceremonies at the Register Office and Approved Venues throughout the City of Salford
- Undertake the reporting of Sham Marriages according to the Immigration Act 2014
- To complete all associated duties in relation to British Citizenship applications and attending and conducting British Citizenship Ceremonies
- To check all necessary identification documents for births, deaths, still births, notices of marriage and civil partnerships and report on any suspicious or fraudulent activity to bodies such as the Home Office, Police, Ministry of Justice
- To work at outstations and maintain and keep safe allocated stocks of certificates and ensure their proper use, according to legislation
- To provide an out of hours registration service on a Rota basis
- Undertake audit procedures maintaining accurate financial records
- To ensure the legal preliminaries to marriage have been dealt with and the schedules for marriage are produced and in order for the marriage notice book
- To maintain accurate records of all ceremony payments, types of ceremonies and ensure timely receipts of deposits and balances for all ceremonies
- To ensure all other duties of the marriage notice book are completed

Key outcomes

- To demonstrate the Register Office commitment to customer care and provide a caring empathetic customer journey whilst in our care.
- To enable partnership working with other Council departments for example, bereavement, City Wide, marketing and the DDAT team
- To enable partnership working with the wider Greater Manchester and North West Registration Community, working together to provide a cohesive service
- To work to constantly improve the service and to improve yourself through training.
- To work with partners such as Medical Examiner, Coroner and the Home Office to improve the customer's journey

What we need from you

- Detailed knowledge of registration duties and citizenship procedures including understanding the Immigration Act 2014 and Sham marriage procedures
- Ability to undertake all audit procedures
- Extensive experience of working with the public, demonstrating excellent customer care
- High standard of interpersonal skills communicating effectively with a wide range of people with tact, assertiveness and diplomacy
- Possess excellent organisational skills including the ability to work in a team setting, and experience of using own initiative.
- Demonstrate extensive knowledge of ICT systems and processes including RON Systems
- Possess the skills and experience to speak clearly and concisely to both large and small groups of people
- Ability to develop and effect changes as an individual and as part of a team
- Willingness to embrace future changes to the registration service
- Willingness to work Saturdays, Sundays and bank holidays and travel to various sites across the city of Salford
- Provide evidence of a personal commitment to equal opportunities by the promotion and application of Council policies and legislation

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

Tailored Development

Training will be undertaken through the General Register Office online classroom modules and through the North West Regional Training Group and by the Register Office Training Officer.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation:

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