



Your job

Job Title: Deputy Registration Officer

Service: Customer Experience and Support

Grade: 4

Reporting to: Assistant Business Partner – Registrars

You will assist in the provision and development of a first-class professional Registration Service for Wigan and Leigh which fully meets customer needs and expectations and compliant with all statutory requirements and Government and Council policies.

You will attend ceremonies at Wigan and Leigh Council owned premises, approved premises, and registered buildings within the Borough of Wigan to register or conduct the ceremony as required.

You will carry out all the necessary venue checks prior to the ceremony and ensure that all legal requirements are followed correctly.

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

- Register or conduct all civil marriages and civil partnership ceremonies in the Register Office and at Council and licensed venues across the Wigan and Leigh district.

- Conduct Citizenship ceremonies in Wigan Town Hall Atrium.
- Conduct Naming and Renewal of Vows ceremonies in the Register Office and at Council and approved venues across the Wigan and Leigh district.
- Identify changes in legislation, policy and practice and statutory requirements for the service.
- Implement and monitor actions to ensure that the Registration Service meets the Registrar General's Good Practice Guide.
- Be responsible for all equipment records and stock necessary for the efficient and proper service delivery.
- Liaise with various stakeholders', responsible persons, approved premises, and incumbents to improve the accessibility of the service.
- Identify and report sham or forced marriages/civil partnerships to the appropriate authorities
- Risk assess and ensure timely delivery of the service.
- Ensure that high standards of customer care in service delivery are always maintained
- Be aware of adhere to and promote the Council's codes of practice, policies and procedures
- Maintain confidentiality of personal and service data in line with the Data Protection Act, General Register Office and the Council's policies and procedures.
- Undertake any other duties requested by Management that are commensurate with the grade and job title of the post.
- Undertake direction from the Registrar General in respect to ceremonies requiring statutory approval.
- Represent Wigan Council and be an ambassador for the Council behaviours and values.
- Provide a Registration Service at all ceremonies in line with the statutory requirements set by the General Register Office.
- Provide a Registration Service at all ceremonies in line with the procedures set by Wigan and Leigh's Registration Service.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements: -

- Excellent interpersonal skills.

- Confident in public speaking and conducting oneself in front of an audience.
- Effective communication and presentation skills.
- Ability to maintain confidentiality.
- Industrious and organised and holding yourself accountable for your work.
- Attentive, responsive, and proactive.
- Ability to tailor approach to meet individual customer needs.
- Always behave with the highest degree of professionalism.
- Commitment to build a customer focused service.
- Flexibility to work weekends, public holidays, and evenings.
- Ability to lift and carry files, set up ceremony rooms and dress chairs.
- Access to a vehicle to be able to attend several different ceremony venues in the same day across Wigan and Leigh.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”