**City of Wolverhampton Council**

**Job Description**

**Job title:**  Registration Assistant

**Directorate:** Strategy

**Service:** Registration Services

**Location**: Any suitable location within the City of Wolverhampton

**Workstyle:** Working 5 out of 6 days a week, including evening and

 Saturday working

**Responsible to:** Senior Registration Officer

**Grade:** Grade 4

**Job Purpose and Role:**

1. To act as a Deputy Registrar of births, deaths, and marriages, taking personal responsibility for registrations, to:

• Register births and deaths.

• Register marriages at the Council’s licensed venues and other licensed

venues within the city.

1. To provide the Tell Us Once service in accordance with the guidelines set out by the Department for Work and Pensions.
2. To facilitate the delivery of Register Office services by such administrative duties as may be required, including but not limited to:

• inputting information on the computer.

• the searching of indexes and the preparation and issuing of certified copies of entries.

• receiving and recording payments in accordance with the Council’s

procedures.

• dealing with public enquiries in person, and through digital and paper

channels.

1. To provide excellent customer service, in person, on the telephone and in writing.
2. To maintain professional knowledge, expertise and understanding through attendance at relevant training and by reading circulars, briefings, regulations, and other instructions.
3. To provide on call cover at weekends and bank holidays for emergency registration appointments.
4. To act in accordance with the Council's Constitution and other Codes of Conduct.
5. To participate in staff development, appraisal, and training as appropriate, including continuous professional development.
6. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
7. To undertake any other tasks, duties, and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
8. To participate in the wider development of the service and contribute to service improvement as required.
9. Wolverhampton City Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date:

**City of Wolverhampton Council**

**Person Specification**

| **Factors** | **Essential** | **Desirable** | **How identified** |
| --- | --- | --- | --- |
| **Qualifications** | * GCSE (A\*-C Grade) in Maths and English language or equivalent.
 | * Level two or above qualification in customer care or business administration.
* ICT qualifications or training.
 | * Application
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| **Experience** | * Experience of working with a database for inputting, maintaining, and managing data.
* Experience of providing a face-to-face service to customers.
 | * Experience of delivering statutory services within a legislative framework.
* Experience of working in a Register Office.
 | * Application
* Interview
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| **Special Knowledge/Skills** | * An understanding of the processes in relation to registering births, deaths, and marriages.
* Confident in using office IT systems, particularly Microsoft packages.
 | * Understanding of relevant legislation, particularly:
* Births and Deaths Registration Act 1953.
* Marriage (Same Sex Couples) Act 2013.
 | * Application
* Interview
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| **Personal Qualities** | * Compassionate and empathetic.
* Positive approach to dealing with change.
 |  | * Application
* Interview
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| **Commitment** | * Providing excellent customer service.
* Advancing equalities in a diverse city.
 |  | * Application
* Interview
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