**Manchester City Council**

**Role Profile**

**Registration Officer**

**Grade 5**

**Chief Executive’s Department, Registration Service**

**Reports to: Team Manager**

**Key Role Descriptors:**

The roleholder will undertake the statutory duties of a Registrar of Births, Deaths and Marriages and act as a Deputy Superintendent Registrar.

The roleholder will assess the needs of the customer and be conversant and knowledgeable in specific subjects providing a detailed level of service advice where appropriate.

**Key Role Accountabilities:**

Carry out statutory duties and officiate the full range of ceremonies offered by the Manchester Registration Service, working in line with all relevant legislation and ensuring the provision of a high quality service.

Register marriage and civil partnerships in the register office, at registered buildings and any other authorised place.

Attest and register marriage & civil partnership notices at the Register Office, Registered Buildings and Approved Premises.

Maintain accurate accounts of all registration fees and stock (e.g. Registers and Certificates) and to prepare returns to relevant authorities as required.

Accurately process payments for customers in line with Manchester City Council’s Financial Regulations.

Deal efficiently and courteously, with sensitivity, tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

Accurately capture data and information using relevant systems enabling the service to achieve local and national performance targets.

Provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration. Registration Officer, Grade 5 – Key Competencies and Technical Requirements**

**Behavioural Competencies**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We own it and are not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Interpersonal Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using the appropriate language and listens attentively to views and issues of others.
* **Communication Skills:** Ability to communicate in an articulate manner, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
* **Analytic Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **Planning and Organising:** Provides work on time and to the required standard and is capable of prioritising own workload in order to meet deadlines.
* **Financial Management:** Numeracy and accuracy skills to handle numbers confidently collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Administrative Skills:** Ability to develop and maintain effective administrate systems in a rapidly changing environment.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.

**Technical requirements (Role Specific)**

* To cooperate in the staffing of any ‘out of hours’ services provided by the Registration Service on Saturday afternoons, Sundays, Bank holidays or evenings as required.
* Registration Officers currently work Monday, Tuesday, Thursday and Friday 08:15 - 15:30 and Wednesdays 08:15 - 16:15 with 30 minutes for lunch each day; plus one Saturday morning every six weeks - 08:50 - 11:50.\*
* There is also the option of accruing up to a maximum of 7 hours flexitime per month.
* Registration Officers are paid between £50 and £85 for each ceremony they undertake outside normal working hours.
* Willingness to work outside of normal office hours, including evenings, weekends and bank holidays and to work at different locations across the city, as required.
* The Register Office has disabled access, but there is a requirement to attend at other buildings and private houses that may not have this facility. For registration purposes you must also be able to see and hear with aids/adaptations if necessary.
* Willingness to wear a uniform provided.
* Officers undertaking the duties of a Registrar/Deputy Superintendent will be subject to the requirements of the Marriage and Registration Acts, and be personally responsible for any offences committed. They will also be subject to the Registrar General’s direction in respect to the performance of their statutory duties.

\* The current contracted start and finish times for Registration Officers are slightly different to those given above. The intention is that these contracted hours will be updated in due course to reflect current working practices.