



<b>Post title</b>	<b>Registrar</b>
<b>Division / Section</b>	<b>Environment / Scientific, Bereavement &amp; Registration Service</b>
<b>Department</b>	<b>Place</b>
<b>Responsible To</b>	<b>Registration Services Manager</b>
<b>Number of post holders</b>	<b>15+</b>
<b>Acting up/ Secondment</b>	

**Purpose of Job**

To assist with the provision of a statutory service to the public for the registration of Births, Deaths, Marriages and Civil Partnerships and provide Citizenship ceremonies. To follow procedures in accordance with the Marriage Acts and other relevant legislation.

To ensure that all births, deaths and marriages occurring in the district are registered and ensuring that all statutory procedures are followed. To provide a checking service for British citizen applicants (NCS).

**MAJOR TASKS/JOB ACTIVITIES**

Assist the Team Leader to ensure that all statutory procedures relating to registration are followed and the correct advice is given to members of the general public in connection with procedures and various statutory provisions relating to the registration of births, deaths and marriages/civil partnership registrations.

Interview members of the public to obtain information necessary for registration purposes and details are entered onto the computerised registration system and that appropriate additional information is obtained for statistical purposes.

Ensure all information is treated confidentially and in compliance with the Data Protection Act.

To conduct civil wedding ceremonies/civil partnership registrations in the office and in approved venues. In conjunction with the team leaders ensure all fees received for birth and death extracts, marriage/civil partnership registration extracts and marriage/civil partnership registration are accounted for and reconciled in accordance with auditor's instructions.

Manage the Petty Cash account.  
Carry out duties in Nationality Checking Service when required.  
Carry out Citizenship ceremonies.

**Registration of births, still-births, deaths, marriages and civil partnerships.**

To give correct advice to members of the general public in connection with procedures and statutory provisions relating to the registration of births, still-births, deaths marriages and civil partnerships.

Interview members of the public to obtain necessary information for registration and statistical purposes and to enter details of events onto computerised registration system.

To ensure appropriate information sharing and reporting to Home Office with respect to correct entry clearance or Section 24 reports.

To ensure knowledge of all relevant policies, procedures and legislation.

To recognise and report to Social Care Direct where the need occurs and record instances where cases have been referred conduct marriage/civil partnership/citizenship ceremonies

Conduct individually tailored civil marriage/civil partnership registrations and non-statutory civil partnership ceremonies in the office and in agreed venues on small or large scales. May be called upon to conduct marriage/civil partnership ceremonies elsewhere ie hospital, prison or private residence.

Supply information regarding preliminaries to marriage and civil partnership and scrutinise documents to ensure authenticity and suitability for purpose.

Give additional information contained in immigration legislation and verify often conflicting advice given by Government departments to the general public and registration staff.

To assist with the smooth operation of the registration office

Will work in various locations as part of a team handling a wide range of enquiries

Operate and maintain appointment system for all registrations to assist with the daily running of the office enabling the prioritisation of work.

Keep up to date diaries for ceremonies both within and outwith the office and ensure all relevant payment and contact details are taken.

Maintain record systems, registers and filing, prepare correspondence and record post in and out.

Prepare and issue legal certificates from the statutory registers for the whole of Scotland

Book arrange and conduct citizenship ceremonies on behalf of the Home Office-Check documents and paperwork received from the Home Office for Citizenship Ceremonies. Arrange ceremony dates with prospective new citizens and send invitations and

information. Interview new citizens before ceremony and deal with interpreters when necessary. Conduct and assist at citizenship ceremonies.

Receive all relevant statutory and council fees and issue receipts. Assist in the preparation of refund requests for Finance

On close of business each day carry out the reconciliation of/reconcile the large amount of takings.

Interview potential new citizens by telephone to ensure they qualify to use the Nationality Checking Service.

Interview prospective new British citizens check their application forms and required documents to ensure they are eligible to apply for citizenship in accordance UK Border Agency guidelines.

Responsibility for photocopying original documents and verifying the copies with official stamp.

Keep up to date with current legislative fees.

### **Supervision and Management of People**

The Registrar has no direct supervisory responsibility but, having gained experience in post will be required to assist the Team Leader with the ongoing training of new staff and staff from other offices. Act as placement assessors for school placement pupils allocating tasks and checking accuracy of work and will have other registration staff and modern apprentices shadowing. Will be required to work without immediate supervision in a room with customers and a till-point. Assist with the running of the office.

### **Creativity and Innovation**

Required to organise and prioritise own work and deal with situations as they arise Deal with a wide range of enquiries from the public and other interested bodies in person, by phone or e-mail. Detailed information has to be explained in a clear and accurate manner.

Work with the National Records of Scotland district examiner to check and correct statutory registers

With the Registration Services Manager, assess and monitor operations with a view to introducing new systems for supporting the development and organisation of staff and service.

The post holder is ideally placed to recognise when office procedures should be adapted and offer suggestions to how changes can be best implemented.

### **Contacts and Relationships**

General public – daily contact giving advice on procedures relating to registration  
Registration Services Manager and team leaders daily contact regarding staffing, maintenance etc

National Records of Scotland – to obtain guidance and supply/obtain information

Other registration offices to supply/obtains information regarding registration of events

Hospitals, nursing homes, medical practitioners, religious bodies, police, procurator fiscals, Pensions agencies – to supply/obtain information  
Other council departments – room bookings, maintenance etc.  
Home office – to obtain guidance and supply information regarding possible sham marriages  
Home Office – to obtains advice and forward documents regarding Nationality Checking Service and Citizenship ceremonies.

### **Decisions (Discretion)**

Assist with decisions relating to the day to day running of the office.  
Responding to enquiries from the public.  
Ensuring that procedures followed are in accordance with the relevant legislation.  
Authenticity of documents for registration.  
Decisions in relation to the allocation and prioritisation of work.

Will have a certain level of discretion regarding whether amended ceremonies are suitable for use, whether to accept readings with unsuitable content or whether to show more flexibility and suggest alternatives.  
Offering advice on alternative documents which may be produced for NCS.  
Make decisions on any immediate problems arising during a marriage or civil partnership ceremony out with the registration office.

### **Decisions (Consequences)**

Ensure customers are given the correct information regarding registrations procedures, marriage preliminaries and relevant immigration information. Failure to do so may result in poor customer relations, fraudulent information being entered in the statutory registers, financial and reputational damage to the Council.

### **Resources**

Required to use standard office equipment, PCs, MFDs tills, credit card machines etc.  
Carry out the reconciliation of daily income ranging from a few hundred to a few thousand pounds.  
Shared responsibility for storage of thousands of pounds of security certificates.  
Ensure all certificates are accounted for as misuse could lead to fraud

### **Environment – Work Demands**

Organises and prioritises own workload  
Required to work in different locations  
Complex enquiries discussed with the Registration Services Manager  
Engage in a diverse range of work  
Prioritise workload. Post holder must be tenacious as work is subject to continuous interruption.  
Strict deadlines must be adhered to when working with the National Checking Service.  
To be able to deal with large numbers of guests attending a ceremony

### **Environment – Physical**

Use IT equipment for most of the duties carried out and this involves entering information onto a PC whilst interviewing members of the public. This requires speed and a high level of accuracy.  
Carry out Nationality Checking Service interviews with individuals or families who wish

to become British citizens

To conduct civil wedding/partnership registration ceremonies both within and out with the office. This mostly involves standing for the duration of the ceremony.

Assist with and conduct citizenship ceremonies within the office.

Attendance at wedding fairs involves being out of the office at weekends and standing for most of the duration.

### **Environment – Working conditions**

Standard office environment dealing with a wide variety of often unpredictable customers.

### **Environment – Work Context**

Contact with the public at stressful times which can be emotionally demanding.

All customers handled in a sensitive manner

All information handled in a sensitive confidential manner.

Must be aware of council policies and ensure they are implemented

### **Knowledge and Skills**

Must have obtained or agree to obtain the Certificate of Proficiency in the Law and Practice of Registration in Scotland (SVQ equivalence Level 4) and have a good general education.

Experience of legislative information and practice relating to registration in Scotland  
Knowledge of Councils procedures

Registered as a Level 1 Immigration Officer with the Office of the Immigration Services Commissioner and must have Standard Disclosure from the Disclosure and Barring Service.

Excellent interpersonal skills, tact, diplomacy and the ability to deal calmly and appropriately with potentially confrontational or challenging situations

The post holder must have excellent customer care skills and have the ability and confidence to delivery ceremonies to large numbers of people.

Experience is gained daily and the post holder must keep up to date with the various statutory changes as well as Council policies and requirements and good practice standards.

Experience of legislative information and practice relating to regulations in Scotland.

Supervisory skills, where required.

Knowledge of Council procedures.

Presentation skills required to conduct civil and citizenship ceremonies.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures. In addition to complete risk assessments as required by line manager or location.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

**Organisation Structure**

*(attach structure - specific to area of operation).*