

# Recruitment person specification

Position title	Registrar
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## Role requirements

### Experience requirements

1. Proficient with IT, accurately entering data while interacting with the public. – *essential*
  2. Excellent customer service skills. – *essential*
  3. Experience in public speaking. – *essential*
- Knowledge of regulations from the Registrar General for Scotland. – *essential*

### Knowledge, skills and understanding requirements

1. Provide statutory registration services (births, deaths, marriages, civil partnerships) and citizenship ceremonies, adhering to legal procedures. – *essential*
2. Assist in ensuring all registration procedures are correctly followed and provide accurate public advice. – *essential*
3. Interview the public, accurately record information in the computer system, and gather statistical data. – *essential*
4. Maintain strict confidentiality and comply with the Data Protection Act. – *essential*
5. Conduct marriage, civil partnership, and citizenship ceremonies. – *essential*
6. Assist in reconciling fees received for registration services. – *essential*
7. Share responsibility for the secure storage of valuable certificates, preventing fraud. – *essential*
8. Be aware of and implement council policies. – *essential*
9. Demonstrate excellent interpersonal skills, tact, and diplomacy, handling potentially difficult situations calmly. – *essential*
10. Possess strong customer care skills and the confidence to lead ceremonies for large groups. – *essential*
11. Stay current with statutory changes, council policies, and best practices. – *essential*
12. Understand legislative information and practices for Scottish regulations. – *essential*
13. Possess supervisory skills as needed. – *essential*
14. Knowledge of Council procedures. – *essential*
15. Ensure all births, deaths, and marriages are correctly registered according to statutory procedures. – *desirable*

## **Qualifications and training requirements**

1. Must have obtained the Certificate of Proficiency in the Law and Practice of Registration in Scotland (SVQ equivalence Level 4) and a good general education. – *essential*
2. Experience of legislative information and practice relating to registration in Scotland – *essential*
3. Supervisory skills – *essential*
4. Knowledge of Councils procedures – *essential*

## **Job specific requirements**

### **Registration of births, stillbirths, deaths, marriages and civil partnerships.**

Provide accurate advice, interview the public, and accurately record event details into the computer system. – *essential*

### **Conduct marriage/civil partnership/citizenship ceremonies**

1. Conduct tailored marriage, civil partnership, and citizenship ceremonies in various locations, ensuring documents are authentic and providing relevant legal information. – *essential*

### **To assist with the smooth operation of the registration office**

1. Work collaboratively within a team, manage appointment systems, maintain records, and handle correspondence. – *essential*

### **Prepare and issue legal certificates**

1. Prepare and issue legal certificates – *essential*

### **Book, arrange and conduct citizenship ceremonies on behalf of the Home Office**

1. Process Home Office documentation, arrange ceremonies, and conduct them. – *essential*

### **Receive statutory and non-statutory fees**

1. Receive statutory and non-statutory fees and issue receipts. – *essential*

### **Supervision and management**

1. Assist with training, assess student placements, and work independently when required. – *essential*

### **Customer focused**

1. Organise workload, manage diverse enquiries effectively, suggest procedural improvements, exercise discretion in ceremony matters, and ensure accurate information is provided, handling all interactions with sensitivity and confidentiality. – *essential*

### **Working together**

1. Work effectively with internal and external stakeholders, including the National Records of Scotland,

## **Embedding Our Behaviours**

All roles should assess candidates against the Council's behaviours.

### **Respect**

- Treats colleagues, partners and service users with fairness and dignity.
- Values diversity and promotes inclusion and equal access to services.
- Builds positive working relationships and communicates respectfully.

### **Integrity**

- Acts ethically and in line with the Council's behaviours and policies.
- Demonstrates honesty, accountability and sound professional judgement.
- Handles information appropriately and maintains confidentiality.

### **Flexibility**

- Adapts to changing priorities and service needs.
- Works collaboratively to solve problems and improve outcomes.
- Shows willingness to learn, develop and embrace new ways of working.