Job Profile

Registration Officer – Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The Registration Officer delivers the Registration Service to the public. With a strong customer focus the role is primarily responsible for registering all births, deaths, still-births, marriages and civil partnerships and issuing certificates for these events and for archived records in accordance with the requirement of the Register General. It also involves performing marriage and civil partnership ceremonies, collecting relevant fees and payments, and assisting in the delivery of the Tell us Once service. The Registration Service has offices based in Huddersfield and Dewsbury, open to the public from Monday to Saturday and ceremonies take place at venues across the district including on Sundays and Bank Holidays.

This role is based within Resources, Customer and Exchequer Service. Click here to find out more

The Job

This is a key role within the Registration Service, ensuring a responsive customer focussed service. providing a public reception and carrying out regular diarised appointments.

Working within relevant legislation and regulations issued by the Register General, government guidance and council policy, you will ensure all administrative procedures are fulfilled in accordance with statutory timescales. This requires carrying out a wide range of clerical tasks with attention to detail and accuracy, collecting and administering fees and payments.

You will assist in the taking of notices and administer and perform ceremonies. You will work in partnership with internal and external contacts such as the Home Office to administer Citizenship Ceremonies. Your role will also encompass counter fraud activity and public safety, reporting any concerns eg with documentation or arising from appointments, to the appropriate internal and external partners such as the Immigration Service, Police and Home Office.

You will be supported in your role by Senior Officers and management in the Registration Service. A strong team player, you will assist colleagues in managing the ceremony planner, ordering security stock and ensuring registers are securely deposited to be archived. You will check and submit quarterly copies to the General Register Office and assist in the provision of the Tell Us Once service and in the delivery of the service for customers applying for burials within 24 hours on religious grounds .

Job Checklist

- Customers receive an excellent service measured through high customer satisfaction levels.
- Customer appointments are prepared for, conducted sensitively and details recorded appropriately.
- Responds to customer enquiries and complaints competently and efficiently.
- Adheres to procedures to ensure information and records are accurate and kept up to date.
- Accurate and timely documents are produced as required.
- Working within a regularly changing environment, keeps up to date with changes in legislation, system changes and internal information.
- Under the direction of the Senior Officer contribute to ensuring performance targets are met.
- Financial procedures are complied with and all relevant fees and charges are collected and accounted for.
- Assists with security stock control, cashing up and delivery of the Tell Us Once service and 24 hour burial service.
- Adopts an approach which is flexible and committed to meet service objectives
- Performs a range of ceremonies

- Please click here to see your responsibilities related to safeguarding

Job Profile

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

With a friendly, supportive and respectful manner you'll enjoy the opportunity to engage with a wide range of customers both inside and outside of the council. Your excellent communication skills will underpin and support this and you will have the ability to work efficiently both on your own and in a supportive team environment.

Highly organised in your approach, you will have excellent interpersonal skills, able to respond to customer's requirements professionally and efficiently and sensitively.

In this role you will be supported and encouraged to gain new skills and experience to equip you to develop in your role and to progress within the Customer and Exchequer service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

- This role is at level 1. To find out more about Council Behaviours please click here and click on the tab "Working for Kirklees".

Person Checklist

- A general working knowledge of the Civil Registration Service specifically the legislation and policy associated with births, deaths and civil marriages and partnerships.
- Experience of dealing with customers both face to face and over the telephone, with the ability to provide information and advice in a sensitive and understanding manner.
- Demonstrates excellent customer service and interpersonal skills with the ability to communicate effectively with customers.
- Experience of administration work in a busy office environment with excellent organisational skills and the ability to meet deadlines.
- Good level of IT knowledge and skills with proficiency in word processing and the ability to use email, diary management systems, internet and databases.
- Literacy skills to be able to produce routine documentation and understand complex guidance and regulations.
- Numeracy skills to be able to perform accurate financial and arithmetical calculations and account for financial transactions.
- Understands the requirements for data confidentially.
- Is a team player who contributes to the teams goals.
- A flexible approach to working hours in order to achieve deadlines.
- Available to work Saturdays, Sundays and Bank Holidays on a rota basis.
- Ability to travel is an essential part of the job.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate in your application how you meet the requirements of both the Job and Person Checklists