

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT07-0444	Grade G
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Job purpose: Monitor and enforce prescribed regulatory areas, which will include but is not limited to, recommendations regarding infringement, resolution advice, and event based activities.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures. These posts also require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	HNC or NVQ level 4 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience. An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analyse and presentation of information Experience in the use of specialist equipment / systems / techniques relevant to the role Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner Ability to draft up technical reports and drawing conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Identify areas where improvements could be made within own role Take appropriate action to ensure / support enforcement of / compliance with regulations Ensure compliance with safe practice and the legal use/operation of specialist equipment. Identify method of analysis to use and action to be taken within a defined area of responsibility May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders. Co-operate with and support colleagues and managers. Escalate problems / issues as necessary. Be a point of contact for clients, providing immediate assistance where situations may not be straightforward. Liaise with external agencies / contractors to exchange information as required
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.

Factor	Relevant Job Information
	<p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system</p> <p>Undertake external visits to support service delivery.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Registration Officer (Ceremonies)	
Role profile family:	Regulation and Technical	
Role profile number and grade:	RT07-0444	Grade G
Number of posts:	4 of 21	
Service/Team:	Registration Service	
Reports to:	Area Manager	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function context

The overall responsibilities of the service/function are:

The Registration Service provides a statutory service for the registration of births and deaths, the attesting of the legal notice of marriage and civil partnership, the registering of marriages and civil partnerships, the custody of historic registers for births, deaths and marriages and the issue of copy certificates from these registers. It includes citizenship ceremonies and discretionary services including the nationality checking service, and naming and renewal of vows ceremonies.

The service covers the whole of Wiltshire through registration offices in Chippenham and Salisbury and the Register Office in Trowbridge. Customers are also able to access services through a further 12 outstations based in the community.

Officers attend ceremonies in approved civil venues, religious buildings and hospitals or other places in exceptional circumstances.

Job Purpose

To conduct statutory and discretionary ceremonies and register marriages and civil partnerships within the Registration District of Wiltshire

Specific duties and responsibilities include:

- To conduct statutory and discretionary ceremonies at approved locations, namely the Wiltshire Register Office, Wiltshire registration offices, licensed approved venues and other places in exceptional circumstances.
- To register marriages at approved locations, namely the Wiltshire Register Office, Wiltshire registration offices, licensed approved venues, religious buildings and other places in exceptional circumstances
- To register civil partnerships at approved locations, namely the Wiltshire Register Office, Wiltshire registration offices, licensed approved venues, religious buildings licensed for civil partnerships and other places in exceptional circumstances
- To establish the correct fees have been paid in advance or collect the fees on the day, and assist with the accounting and banking of registration income as set out by service procedures
- To deal tactfully and discreetly with the public, professional organisations and partners particularly in sensitive circumstances
- To ensure the handbook updates, General Register Officer (GRO) circulars, statutory instruments and other instructions are read and implemented promptly as instructed
- To be responsible for the custody of current registers, secure stock, records and documents whilst undertaking duties
- To assist with the promotion of all ceremonies undertaken by the Wiltshire Registration Service
- To be responsible for the opening and closing of the register office or registration offices as required and act as office supervisor in the absence of the manager for that office.
- To act as liaison officer/usher and facilitate the organisation of ceremonies by setting up the room, ensuring the legal notice is displayed one hour before commencement of, and throughout, a marriage or civil partnership ceremony and liaising with the registration officers responsible for the ceremony to provide assistance as necessary.
- To act as liaison officer/usher ensuring couples and guests are in the correct room at the correct time, providing assistance and advice, ensuring successive ceremony parties are kept separate, managing limited parking as appropriate, maintaining the security of the area/building and ensuring the safety of the public
- Undertake other duties appropriate to the grade and nature of the post.
- It is a requirement of the post that the post holder
 - can see and hear clearly,
 - can handwrite entries in bound registers, neatly within a defined space
 - has good general mobility including specifically, walking on different surfaces and for variable distances, and climbing stairs, steps and slopes in offices and in a wide range of approved venues where ceremonies are held and is able to stand for long periods
 - has the ability to communicate effectively with customers face to face

- has good emotional resilience due to dealing with customers at highly emotional and stressful times in their lives
- has the ability to work unsupervised and alone
- The post holder will undertake the designated roles of Deputy Superintendent Registrar and Deputy Registrar of Births, Deaths and Marriages while undertaking the duties of the post.
- The post holder will undertake the designated role of Civil Partnership Registrar while undertaking duties of the post in relation to civil partnerships.
- The post holder will undertake the designated role of Council celebrant whilst undertaking duties of the post in relation to discretionary ceremonies.

Specific requirements for this post:

- Registration Officer (Ceremonies) are expected to be flexible and available for work, occasionally at short notice, to meet the demands of the service and honour the commitments made to customers.
- Registration Officers (Ceremonies) are expected to be available to work 3 Saturdays in 4 during the peak of the summer. There is no guarantee of work, this is entirely dependent on the number of customer bookings. They are also required to be available on weekdays, particularly Fridays, and Sundays, Bank Holidays and evenings.
- The workload decreases significantly during the winter months, often only 1 team is required for each of the three main offices.
- It is essential that the post holder can be flexible and available at short notice.
- A regular payment is made monthly to cover administration time.
- There is an expectation that officers will attend their local team meetings on a fairly regular basis. Time spent attending team meetings, meetings with their manager and training are claimed
- Weekdays and Saturdays are paid at time and Sundays and Bank Holidays are paid at double time. Marriages at Approved Venues are paid at
 - a minimum of 3 hours for the 1st or only ceremony or the hours worked, whichever is the greater,
 - a minimum of 6 hours for 2 or more ceremonies or the hours worked, whichever is the greater.
- For all other ceremonies payment is made for the hours worked with no minimum payment.
- Leave is accrued, at time, on all hours worked and paid quarterly in arrears.
- Registration Officers (Ceremonies) are civilly responsible for their own acts and omissions whilst undertaking statutory duties.
- Registration Officers (Ceremonies) are required to be of smart appearance appropriate for attending key life events and ceremonies in line with the service dress code.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Experience of dealing with the public, and managing large groups.
- Experience of public speaking.
- Experienced and competent in the use Microsoft Office packages.
- Competent in the use of e-mail and the Internet.
- Can demonstrate excellent customer care.
- Can communicate clearly both verbally and in writing.
- Good interactive personal skills.
- Can converse with individuals and groups of people, tactfully and sensitively and handle difficult situations calmly and confidently.
- Can negotiate successfully.
- Able to work co-operatively and supportively as a member of a team.
- Can work to a high level of accuracy and in accordance with procedures.
- Demonstrates methodical and well organised work practices.
- Neat and legible handwriting.
- Demonstrates flexibility and adaptability and is willing and able to be available to work at short notice.
- UK qualified driver with access to suitable transport.
- Possesses high levels of literacy and numeracy skills

Desirable

- Registrar General's Certificate or equivalent.

Career graded posts (where applicable)

This post does not form part of a career grade structure:

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>