



| Job description | |
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| Job title | Registration Support Advisor |
| Grade | E |
| Directorate | Corporate Resources |
| Section/team | Customer Services – Registration Team |
| Accountable to | Registration Team Leader & Superintendent Registrar |
| Responsible for | n/a |
| Date reviewed | May 2024 |

Purpose of the Job

To assist with the provision of excellent customer services at Knowsley Registration Service, delivering all clerical functions and supporting the full range of registration and ceremonial duties in accordance with Registration Acts and Registrar Generals Regulations.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Registration & Ceremony Delivery

- Deputise and deliver statutory duties associated with the post of a Registrar of Births, Deaths and Marriages / Deputy Superintendent Registrar in accordance with relevant Registration Acts and the Registrar Generals regulations
- Accurately record all details required by law for the registration of births, deaths, marriages and still births
- Accurately record all details required by law for the taking of notices of marriage and civil partnerships and issuing of authorities
- Conduct marriage, civil partnerships, citizenship and other celebratory ceremonies
- Register marriages and civil partnerships at the Register Office, churches and approved venues in Knowsley



- Assist with the co-ordination of the ceremonial party
- Have a personal responsibility to keep up to date with relevant and changing statutory requirements initiated by the Registrar General and other relevant Government Departments, seeking advice and guidance if required.
- Maintain and keep safe allocated stocks of birth, marriage and death certificates and ensure their proper use and distribution according to current legislation and the financial procedures in place at the office.
- Provide advice to service users on all aspects of registration and ceremony provision
- To undertake all other duties and responsibilities of a Deputy Registrar of Births, Deaths and Marriages / Deputy Superintendent Registrar

General Clerical and Reception

- Co-ordinate and manage copy certificate applications and ensure timely issue.
- Provide a first point of contact for all callers to the Register Office
- To manage customer enquiries, answering routine matters and signposting technical questions to the responsible Registrar for resolution
- Take payments and reconcile all transactions
- Record all incoming and outgoing mail
- Deal with ceremony enquires, bookings and administration
- Assist with the co-ordination of paperwork and arrangement of Citizenship Ceremonies

Other

- To actively participate in team working, supporting colleagues and managers, promote effective communication and work flexibly
- To undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job.

Health and Safety

- To use equipment as instructed and trained



- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.