



Job description	
Job title	Senior Registration Advisor
Grade	Pay Band G
Directorate	Resources
Section/team	Customer Services – Registration Team
Accountable to	Registration & Customer Liaison Manager
Responsible for	n/a
Date reviewed	August 2024

Purpose of the job

To contribute to the provision of excellent customer services at Knowsley Registration Service,

Delivery of the full range of registration and ceremonial duties in accordance with Registration Acts and the Registrar Generals Regulations.

Supporting the Team Leader & Superintendent Registrar with resource management, technical enquiries, and delivery of registration training.

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

- Deliver the full range of statutory and non-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, and still births.
- To arrange, attest and reconcile notices for marriage and civil partnerships, ensuring they are legally correct and displayed as required, and ensure the timely issue of associated documentation to facilitate ceremonies.
- Conduct marriages, civil partnerships, citizenship and non-statutory celebratory ceremonies, at the Registration Office, Approved Premises



and at the residence of housebound or detained persons, managing the ceremonial party.

- Register marriages, civil partnerships and all other ceremonies at the Register Office, churches and approved venues in Knowsley.
- Have a personal responsibility to keep up to date with relevant and changing statutory requirements initiated by the Registrar General and Government Departments, seeking advice and guidance if required.
- Maintain and keep safe registration records, registers and certificate stock in accordance with GRO and KMBC guidelines. Ensure their proper use and distribution, adhering to legislation and financial procedures.
- Receive and respond to customer enquiries to ensure that issues are addressed efficiently and effectively within the statutory framework and local service levels.
- Provide technical advice to service users and registration staff on all aspects of registration and ceremony provision.
- To adhere to local financial procedures and audit requirements, responsible for the daily banking and reconciliations of monies personally taken and for the safe custody of cash and secure items.
- To actively participate in team working, supporting colleagues and managers, promote effective communication and work flexibly.
- To assist with all reception and general clerical functions at the office.
- Assist with service improvement programmes, and the planning and implementation of legislation change.
- To support the duties of the Team Leader & Superintendent Registrar as and when required, to maintain efficient service delivery.
- To support the Team Leader & Superintendent Registrar in the delivery of the training activities for the team and quality assurance.
- To deputise in the absence of the Team Leader & Superintendent Registrar, taking the lead to ensure all registration, clerical, financial and ceremonial functions are carried out in accordance with the Registration Acts, Registrar Generals regulations and local procedures; supporting the Registration & Customer Liaison Manager with staff and resource management.
- To undertake all other duties and responsibilities of a Registrar of Births, Deaths and Marriages / Deputy Superintendent Registrar as required by law

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
- To participate in risk and workstation assessments
- To ensure that the Council's Health & Safety Policy is adhered to

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.

- **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.

Other

- Normal hours of work are Monday to Friday 9.00am – 5.00pm.
- Weekend and Bank Holiday working is part of this role as the nature of our work requires attendance at ceremonies to register and conduct the event. This will be scheduled on a rota basis. Hours are likely to vary dependant upon public demand for services.
- Place of work is Knowsley Registration Service, High Street, Prescot, Knowsley. Additionally, there will be a requirement to work from other service points, churches and approved premises within the borough
- Emergency contact out of hours for Registrar General Licence and urgent death registration.