

Senior Registrar Applicant Recruitment Pack

Sefton is a really great place to live and work



Sefton Council



Welcome

Hi

We would like to thank you for your interest in the Senior Registrar role within Sefton Council's Register Office.

This is an exciting opportunity to join a dedicated team delivering an essential public service. As a Senior Registrar, you'll support the Superintendent Registrar in the day-to-day running of the service while providing guidance and supervision to Deputy Registrars.

We're looking for someone who enjoys helping others, takes pride in delivering high-quality support, and brings enthusiasm, flexibility, and a genuine desire to make a difference. This role offers the privilege of supporting people through some of the happiest and most significant moments of their lives, as well as providing compassionate assistance during some of the most difficult.

If you're someone who enjoys working as part of a dedicated team, values excellent customer service, and is looking for a rewarding career where no two days are the same, we'd love to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Alison Dunn
Registration Services Manager/Superintendent Registrar



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

More recently, we are exceptionally proud to have been nominated and subsequently shortlisted by the Local Government Chronicle for the Most Improved Council 2026. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement and our desire to make a difference across the communities within the Borough of Sefton.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.



You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.
- Sefton operate a 'Shut Down' period over the Christmas period which staff contribute four fifths of a week's pay over a 12-month period.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.



- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

As a Senior Registrar, you will support the Superintendent Registrar in delivering a high quality, customer focused Registration Service. You will deputise for the Superintendent Registrar in their absence, ensuring the service continues to operate effectively and in accordance with statutory requirements.

We're looking for an experienced registration professional with a strong understanding of registration legislation and practice, who can support the Superintendent Registrar, supervise Deputy Registrars, and lead by example in delivering a high quality, customer focused service.

You'll provide day-to-day leadership and supervision to our team of Registrars across our Register Offices, supporting their development while ensuring the team delivers a professional, efficient and compassionate service.



This is a varied role that combines leadership with statutory registration duties. You'll interpret and apply complex legislation, provide clear and accurate guidance to customers, and manage sensitive information with discretion, empathy and professionalism. Excellent attention to detail and strong organisational skills are essential, as you'll be responsible for managing a range of statutory processes accurately and confidently.

Working closely with the Superintendent Registrar, you'll help drive continuous improvement, support service development and contribute to achieving both local priorities and national performance and compliance standards. You'll build positive relationships with colleagues, customers and partners, using tact, diplomacy and sound judgement to resolve complex issues and deliver highest standards of customer care.

You'll be part of a dedicated team where collaboration, flexibility and a shared commitment to excellent public service are in the heart of everything we do. The role requires flexibility to work weekends and out of hours duties as required. A full, valid driving licence is essential, and you must be willing to travel between registration offices and other locations across the borough.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.



- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.



Application and Selection Information

The closing date for this vacancy is Friday 21st August 2026 (or earlier in the event of high volume of applications being received).

Provisional interview dates are Monday 28th September and Wednesday 30th 2026

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

Post:	Senior Registrar
Directorate:	Corporate Resources
Location:	Borough Wide
Division:	Registrars
Post:	Senior Registrar
Grade:	G £32,597 to £36,363
Reporting to:	Registration Services Manager/Superintendent Registrar

Purpose of the Role

Assist the Superintendent Registrar in the provision of an efficient and effective Registration Service to members of the public and to deputise for the Superintendent Registrar as required. Under the general guidance of the Superintendent Registrar supervise and oversee the registration service including staffing and financial management.

**MAIN DUTIES**

- 1 Supervise the staff and office accommodation to deliver a high-quality customer focused service dealing with correspondence, telephone enquiries and callers to the Register Officer. Provide advice, respond to enquiries, produce correspondence, reports and statutory information relating to the Registration Service.
- 2 Supervise the registration of births, deaths and stillbirths in accordance with the various Acts and Regulations governing the Registration Service, including re-registrations and birth and death declarations.
- 3 Deal with all corrections arising from the registration of births, deaths and marriages including all General Register Office correspondence and submit occasional copies as required.
- 4 In conjunction with the Superintendent organise and develop staff rotas and ensure that staffing levels are maintained.
- 5 Register marriages and civil partnerships at the Register Office, approved premises and registered buildings and indexing marriage registers.
- 6 Sign and authenticate certificates prior to issue to the public.
- 7 Conduct marriage and civil partnership ceremonies at the Register Office and other approved premises.
- 8 Liaise with successful citizenship applicants regarding arranging their citizen ceremony and conduct citizenship ceremonies.
- 9 Study and interpret accurately Acts, Regulations, Circulars and Handbooks relating to the Registration Service and to keep up to date with changes, ensuring that all staff are similarly keep informed.
- 10 Be responsible for maintaining and ordering of stationery and stock via the General Registrar Office and to ensure safe custody of unused certificates, counterfoils, fees collected and other stock items in accordance with Statutory Regulations and the Council's financial regulations.
- 11 Provide training to new and existing staff to ensure that their level of competence is maintained to a high standard.
- 12 Responsibility for continuing self-development and undertake training as required.
- 13 Remain fully conversant with all databases and other I.T. applications within the Register Office.
- 14 Issue returns and statistical information to Central Government departments and undertake other administrative duties as required.



- 15 Ensure that all relevant income is appropriately receipted and banked.
- 16 Be aware of and adhere to any applicable rules, regulations and procedures implemented by the Authority and of National Legislation.
- 17 Promote and develop the Authority's Policy on Equality.
- 18 Undertake any other duties commensurate with the grading of this post.

SPECIAL CONDITIONS

- Weekend working when required.
- A flexitime scheme is currently in operation.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



PERSON SPECIFICATION

Post: Senior Registrar

Department: Corporate Resources

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
A basic I.T. literacy qualification (ECDL)	D	AF/I/C
<u>Experience</u>		
Relevant experience in the Registration Service	E	AF/I
Experience of conducting marriage, civil partnership and citizen ceremonies	E	AF/I
Experience of dealing with members of the public.	E	AF/I
Experience of Supervising a team	E	
<u>Skills & Knowledge</u>		
Excellent communication skills, written and verbal and the ability to communicate effectively with a wide range of people from different backgrounds/cultures.	E	AF/I
Tact and diplomacy skills	E	AF/I
Excellent customer care skills.	E	AF/I
Up to date knowledge of Statutory Law relevant to the Registration Service.	E	AF/I
Commitment to equal opportunities and ability to promote non-discriminatory practices.	E	AF/I
Relevant knowledge and understanding of the Financial Regulations of the Council.	E	AF/I
Good I.T. skills and knowledge of Registration Services computer application.	E	AF/I
<u>Behaviours and Attributes</u>		
Weekend working when required, and flexible working arrangements with other team members.	E	AF/I
Working at various sites/licenced venues.	E	AF/I
Ability to drive.	D	AF

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

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