



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

**Post Title:** Superintendent Registrar

**Grade:** ME15

**DIVISION/SECTION:** Customer Services – Registration Services

**Location:** Morden Park House or any other designated office

**Responsible to:** Customer Services Manager (HOS)

**Responsible for:** Registrar of Births, Deaths & Marriages x 1, Deputy Superintendent Registrar x 4, Deputy Registrars x 4 and temporary staff as required.

**Post number:**

**Date reviewed:** December 2014

## **1. MAIN PURPOSE**

To lead, manage, market and develop the registration service providing both statutory and non-statutory services on behalf of the London Borough of Merton, the Registrar General, the Office of the Immigration Services Commissioner and the Home office. Ensure the service continues to meet the required standards in the Registration Good Practice Guide.

Lead on the creation and development of new services and the enhancement of existing ones to increase income generation.

To act on behalf of the local authority in the delivery of civil partnership ceremonies.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

To be responsible for the management of the Registration Service in accordance with the legislation and policies of the Council, including the day-to-day operation of the service. To ensure that any changes in legislation or Council policy affecting the service are implemented effectively.

To manage the provision of the above named services at Morden Park House and licensed venues within the borough. To provide non-statutory services outside the borough if requested.

To manage a front line customer focused service ensuring that all births, deaths and still births occurring in the London Borough of Merton are registered according to statute in a timely and professional manner.

To effectively manage the building including arrangements for maintenance, décor, security and grounds in conjunction with the corporate facilities team.

To implement and ensure all staff are aware of the council's policy relating to equal opportunities and Customer care is reflected in the delivery of the service to customers and treatment of staff.

To work within the Data Protection Act and Freedom of Information legislation.

To be responsible for the implementation of health and safety and fire policies and procedures within the office.

To represent the authority in a professional capacity on all matters relating to the Registration Service and be the delegated officer dealing with all external and internal agencies such as at national conferences, London Regional conferences and various seminars and meetings.

To play a lead role in the recruitment of staff to statutory and non Statutory posts in the Registration Service, preparing job descriptions and person specifications, short-listing and selecting.

To be responsible for staff organisation by planning duty rotas, arranging annual leave, monitoring sickness/absence and regular appraisals, within the council's performance management framework.

To be responsible for the motivation, training and development of registration staff to ensure optimum performance of the Council's registration function and to keep an ongoing review of this performance.

Provide relevant management and performance information to internal and external partners in a timely manner including the Annual Performance report to the General Register Office.

To attest notices of intention to marry for residents of the borough and also for those clients needing to attend an office which is so designated to offer this service to those subject to immigration control. To advise and complete necessary paperwork for those marrying in other countries.

To ensure all statutes are adhered to, i.e. Registration of Births and Deaths Act 1953, the Marriage Act 1949, the Immigration and Asylum Act 1999, and

the Civil Partnership Act 2005. To ensure all statutory officers know of their personal liability and discipline code in place by the Registrar General.

To conduct ceremonies of marriage, civil partnership, baby naming, renewal of vows and citizenship.

To work with all faith groups within the borough enabling the registration of new places of worship, the registration of those places for the solemnisation of marriage and the appointment of authorised persons.

To be responsible for the provision of training and licensing of Nationality Checking Officers with the Office of the Immigration Services Commissioner. To ensure this service is provided to residents and non-residents of the borough.

To be responsible for the provision of a high quality Citizenship Ceremonies including liaison with the Home Office and accounting procedures.

To lead on the development of new services within the service to maximise income generation.

Lead and develop through creatively marketing new and existing services in conjunction with the Proper Officer, or their designated representative, and other registration authorities.

Ensure effective financial management and planning so that the services of the unit are delivered within the allocated business plan and budgets identifying opportunities to maximise income, leverage funding from external bodies and minimising expenditure.

To be responsible for financial accounting to the Registrar General for statutory services and to the London Borough of Merton for all other services provided.

To be responsible for the ordering of goods and services, the prompt passing and authorisation of invoices for payment.

To be on 24 hour call for Registrar General Licence marriages of civil partnerships and to undertake home visits where appropriate or other suitable venues.

To maintain a 24-hour emergency telephone contact service.

To be responsible for inspecting Approved Premises for marriage and civil partnerships ensuring compliance with the various Acts. Maintain the Approved Premises List on behalf of the Proper Officer and ensuring contact is made in a timely manner before expiration.

To undertake any other duties as may be reasonable required by the Proper Officer or his/her representatives that are commensurate to the role

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CORPORATE SERVICES DEPARTMENT  
PERSON SPECIFICATION**

**POST TITLE:** Superintendent Registrar  
**Grade:** ME15  
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**Qualifications and Experience**

Professional and post specific requirements

- To hold the Registrar General's Certificate of Competence or equivalent in Registration Law and Practice.
- Extensive experience within a Registration Service including relevant legislation, rules and regulations.
- Experience of managing/supervising staff.
- Experience of working with members of the public from a diverse background and a comprehensive understanding of the principals and practice of customer care.

**Skills and Knowledge**

Professional and post specific requirements

- Knowledge of the Registration Service rules and regulations including legislation and the ability to apply these professionally in accordance with the task being performed.
- Positive attitude towards change and flexible approach to an evolving service.
- High level of interpersonal skills in dealing with elected Members, senior officers, the public and working as part of a team including other Registration districts.

Managerial and personal requirements

- Experience of managing/supervising staff.
- Good communication skills, both orally and in writing, especially excellent presentation and public speaking skills.
- Good numeracy and analytical skills including legible handwriting and cash handling /reconciliation experience.
- Computer literate with accurate data input skills.

- Ability to prioritise to achieve set objectives and work accurately under pressure.
- Methodical and well organised.
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- An understanding of customer care in front line services, and commitment to delivering responsive services that meet customer needs.
- An understanding of health & safety policies and its practice in a Registration Office environment.
- Understanding of the council's vision and mission statement and how they relate to the work of the team.
- A full driving license and the use of a vehicle for work with appropriate insurance cover.
- Willingness to work flexibly, outside of office hours including weekends and Bank/Public holidays and to travel to other venues to perform duties.