

Deputy Registrar

Salary: Band: 5, £27,346 - £29,170 per annum plus contractual overtime

37 hours per week Monday to Friday. Plus 80 hours per annum contractual overtime (worked on Saturdays)

The Service

Portsmouth Register Service is responsible for the registration of births, deaths, marriages and civil partnerships within the Portsmouth registration district.

What is the role?

As a Deputy Registrar working in the Portsmouth Register Office, you will register births, deaths, still births, marriages and civil partnerships ensuring registrations are handled accurately and in full compliance with legal requirements. You will register with a high level of accuracy and manage all associated administration and documentation.

You will deliver marriage and civil partnership ceremonies as well as British Citizenship ceremonies at our Register Office and at licensed venues across the city.

You will be helping people at some of their happiest and saddest times through your work in registering life events.

- To register births, deaths, still births, marriages and civil partnerships to a high level of accuracy and manage all associated administration and documentation.
- To apply the law and guidance correctly and accurately to ensure national records are valid.
- To conduct high-quality marriage, civil partnership and British citizenship ceremonies on time, within quality outcomes and in a way that exceeds expectations. You will be liaising with dignitaries, government agencies and venue providers as required.
- Ensure the registration of marriage and civil partnership ceremonies complies with legislation.
- To report suspicious deaths, sham or forced marriages and civil partnerships, and forged or counterfeit documentation.
- To ensure the day to day operating of the Portsmouth Register Service is as efficient as possible.
- Contact customers to book birth, death and stillbirth registration appointments.
- Book notice of marriage and civil partnership appointments, marriage and civil partnership ceremonies and British citizenship ceremonies.
- Understand birth, death and marriage legislation and be able to use this knowledge to advise customers accordingly.



- Provide excellent customer service to a diverse range of customers in differing emotional situations.
- To organise and prioritise your own workload within a pressurised frontline service.
- Take payments as necessary.
- Confidently deal with sensitive data and situations.
- Using appropriate IT programs to effectively support service delivery.

There is a requirement to undertake 80 hours of contractual overtime per annum, worked on Saturdays, to deliver ceremonies at the Portsmouth Register Office and licensed venues across the city. These hours are worked on a rota basis, working approximately one in three Saturdays, increasing to two in four Saturdays during the Spring and Summer months. These hours are in addition to the set 37 hours worked between Monday and Friday. Contractual overtime is reviewed annually and may fluctuate from one year to another.

There will be occasional ceremonies on Sundays and public holidays. These are allocated on a voluntary basis and not included in the 80 hours contractual overtime requirement. Payment is offered in return for working on Sundays and public holidays.

No experience of Registration is required. Full training will be given. There will be the opportunity to develop your knowledge further by undertaking a nationally accredited qualification for Registration Officers.

Who is the person?

We are looking for a confident, positive and energetic Deputy Registrar to join our team. The successful candidate will have strong organisational, communication and IT skills and thrive on assisting members of the public at key moments in their lives.

You need:

1. Experience of working in a front-line customer service role.
2. Be able to converse at ease with a diverse range of customers, with the ability to provide clear, professional advice. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
3. Experience of public speaking or giving presentations to large groups of people.
4. Strong organisational and administrative skills, including experience with data entry and managing records.
5. To be patient and empathetic with the ability to handle sensitive situations tactfully and professionally.
6. Experience of using IT systems to manager and update records accurately.
7. The ability to work independently and as part of a team, demonstrating initiative and reliability.

8. Excellent accuracy/attention to details skills as you will be completing legal records.
9. The ability to understand complex legislation and to convey this in a way that is easy to understand to members of the public.
10. Have a good working understanding of client confidentiality, data protection and information governance.
11. Experience of cash handling.
12. To be able to work as part of a team with a flexible and 'can do' approach.
13. To be able to work on your own with limited supervision.
14. A professional manner and appearance.
15. Excellent numeracy and literacy skills.
16. Neat handwriting as many records and certificates are handwritten.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).