Portsmouth
CITY COUNCIL

Deputy Registrar

Salary: Band: 5, £25,652 - £27,363 per annum plus contractual overtime

37 hours per week plus 80 hours per annum contractual overtime (weekend working)

What is the role?

Working in the Portsmouth Register Office you will be registering births, deaths, stillbirths, civil partnerships, and marriages.

You will be responsible for preparing certificates for members of the public and making appointments for people to come to the office to register births, deaths, stillbirths and to give notice of marriages and civil partnerships. The role also involves the duty of taking notices of marriage and civil partnership.

There is currently a requirement to work 80 hours per year as contractual overtime to cover Saturday ceremonies booked to take place at Milldam House, licenced venues, and churches within the City of Portsmouth. These hours are worked on a rota basis, working one in four Saturday's during each month. During the months of April to September this is likely to increase to two in four Saturdays. These 80 hours are in addition to the set 37 hours worked on a weekly basis and are reviewed annually and may therefore fluctuate from one year to another.

There will also be occasional additional weekend work on Sundays and Bank Holidays as requested to cover ceremony duties. These are on a voluntary basis and not included in the 80 hours contractual overtime requirement.

The successful candidate will be prepared to train as a Deputy Superintendent Registrar which will allow the officer to conduct marriage/civil partnership ceremonies and private citizenship ceremonies.

Who is the person?

You need to:

1. Have experience of working in a front-line customer service role. Experience within the Registration Service is desirable.
2. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
3. Be of smart appearance as you will be dealing with members of the public.
4. Be patient, tactful and empathetic as you will be dealing with people who may be in a highly emotional state, and you will also be dealing with difficult situations.
5. Have excellent accuracy/attention to details skills as you will be completing legal records.
6. Have neat handwriting as many records and certificates are handwritten.
7. Have the ability to understand and apply complex legislation.

8. Have had cash handling and simple accounts experience as you will be expected to assist in accounting for all fees on a daily basis.
9. Have substantial experience of administrative work.
10. Be able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the changing needs of the service.
11. Be able to work on your own as there will be times when you will be working with limited supervision.

How to apply: When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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