



Senior Deputy Superintendent Registrar

Salary: Band:7: £32,061 - £36,363 per annum plus 80 hours contractual overtime

37 hours per week: Monday to Friday, plus 80 hours contractual overtime (worked on Saturdays) and part of on-call rota, including weekends and public holidays,

Your contractual hours are 37 per week, which are to be worked in accordance with the flexible working hours' scheme and the needs of the Service/working Monday to Friday. The role will require some evening and weekend working.

Location: The Register Office, Portsmouth

The Service

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

The service also delivers marriage, civil partnership and British Citizenship ceremonies at Portsmouth Register Office and licensed venues across the city.

We support people at some of the most significant moments in their lives, and our role is to ensure every registration and ceremony is delivered accurately, sensitively and in full compliance with the law.

What is the role?

As a Senior Deputy Superintendent Registrar, you will be a senior specialist member of the Registration Service, providing day-to-day operational support to the Registration Service Manager and Assistant Registration Service Manager.

You will carry out statutory registration duties, with a particular focus on the effective running of the ceremonies floor, including the preparation, coordination and delivery of marriage, civil partnership and citizenship ceremonies. You will be a subject matter expert, providing technical guidance to colleagues and members of the public, coordinate operational activities and support the smooth, professional and legally compliant delivery of ceremonies at Portsmouth Register Office and licensed venues.

You will play a key role in maintaining high standards of customer service, technical accuracy and legislative compliance across the service, with a strong emphasis on ceremony delivery, ceremony standards, ceremony staff support and the customer experience on the ceremonies floor. You will provide excellent customer service to a diverse range of customers, including those experiencing significant life events, bereavement and other emotionally sensitive situations.

The role also includes supporting staff training, maintaining technical standards, coordinating ceremony and registration activities and assisting managers with service improvements and operational delivery.

You will be applying registration legislation, statutory guidance and local procedures accurately to ensure all registrations and records are legally valid. Delivering births, deaths, stillbirth, marriage and civil partnership registrations accurately and professionally. You will



take and process notices of marriages and civil partnerships, including complex cases involving foreign nationals, overseas documents and translators.

The role will take a lead and oversee the smooth running of the ceremonies floor by preparing, coordinating and conducting marriage and civil partnership ceremonies at Portsmouth Register Office and other licensed venues whilst ensuring all legal requirements are met and ceremonies are delivered to a high standard. This will include ceremony preparation, room set-up, customer flow, legal paperwork, witness checks, music arrangements, guest management and post-ceremony administration. In addition, you will supervise, support and guide colleagues working on the ceremonies floor, helping them maintain consistent standards, confidence, presentation, legal accuracy and excellent customer care.

You will organise and deliver British Citizenship ceremonies and ensure all marriage and civil partnership ceremonies comply with current legislation and statutory requirements. You will issue, check and reconcile certificates accurately and in accordance with statutory requirements, interpret legislation and provide technical advice and guidance to customers, colleagues and external stakeholders. You will be required to report suspicious deaths, sham or forced marriages, forged documentation and any other matters requiring referral to external agencies. The role will involve liaising with the General Register Office, Home Office, licensed venues, faith organisations, translators and other external organisations as required.

In addition, you will support the day-to-day operation of the Register Office, resolving operational issues whilst ensuring customers receive an effective and efficient service. This will involve supporting the coordination of marriage and ceremony rotas, including Saturday ceremony rotas and staffing arrangements. You will assist with the training, development and technical support of Registration Officers and other members of the team and provide day-to-day guidance and support to colleagues to maintain consistency, compliance and service standards. The role will contribute to performance monitoring, service improvement projects and the development of local procedures and support financial administration processes including banking, payment verification, reconciliation processes and certificate accounting.

You will be required to manage confidential personal information in accordance with data protection legislation and Information Governance requirements and help maintain health and safety standards within the Register Office and during ceremonies at licensed venues.

Ceremonies Floor and Contractual Overtime

A significant part of this role is focused on the ceremonies floor. The successful candidate will help ensure ceremonies are well prepared, legally compliant, welcoming, calm and professionally delivered, providing visible support to colleagues and customers before, during and after ceremonies.

This will include overseeing ceremony readiness, supporting ceremony staff, dealing confidently with customers and guests, resolving issues on the day and ensuring all legal preliminaries, paperwork and ceremony processes are completed accurately. This will include Saturday working on a rota basis and may involve occasional Sunday and public holiday ceremonies where service demands require. The role requires flexibility during peak ceremony periods, particularly during the Spring and Summer wedding season.

Who is the person?

You need:

1. To have substantial experience working within a Registration Service providing technical expertise, support and leadership.
2. To have experience of registering births, deaths, marriages and civil partnerships.
3. To have experience of taking notices of marriage and civil partnership.
4. Experience dealing with complex registration cases involving foreign documents, foreign nationals and interpreters.
5. To have substantial experience of conducting marriage, civil partnership and citizenship ceremonies.
6. To be an excellent public speaker with confidence presenting to large groups, conducting ceremonies and maintaining a calm, professional, customer focused presence on the ceremonies floor.
7. To be able to coordinate ceremony activity on the day, including managing competing demands, supporting colleagues, responding to customer queries and ensuring ceremonies run smoothly and on time.
8. Excellent communication and interpersonal skills. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for this role.
9. Strong organisational and administrative skills.
10. To be able to manage competing priorities and work effectively under pressure.
11. To have an excellent attention to detail and accuracy.
12. To be able to understand complex legislation and explain statutory requirements clearly and professionally.
13. Experience of using computerised systems to manage records and customer information accurately.
14. A sound understanding of confidentiality, Information Governance and Data Protection requirements.
15. Experience of financial processes including payments, reconciliations or related administrative processes.
16. To be able to work independently and use sound judgement within legislative and procedural frameworks.
17. To have the ability to support colleagues and contribute positively to team performance.
18. To be flexible and willing to work contractual overtime, including Saturdays and occasional Sundays and public holidays.
19. To have a professional manner and appearance suitable for representing Portsmouth Register Service.
20. Excellent literacy and numeracy skills.

21. To have neat handwriting, as some records and certificates may be handwritten.
22. Holding the Registrations Officer Qualification (ROQ) would be desirable or are willing to undertake and successfully complete the Registration Officers Qualification if not already held.
23. Previous experience of supervising, training, supporting, mentoring coordinating or managing staff would be desirable.
24. Experience of rota planning, workload coordination or operational oversight within a public facing service would be desirable.
25. Experience of contributing to service development, process improvement or performance monitoring would be an advantage.
26. Experience of supporting managers with operational planning and service delivery would be an advantage.

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](#).