**Job Description**

**Principal Registrar**

**Role Profile** Specialist (SG04)

Grade 7/G

**Service/Team** Legal & Democratic

**Reports to** Superintendent Registrar

**Responsible for** N/A

**Number of posts** 1

**Post number** - - - - -

**Career Grade** N/A

**Job Overview**

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by…** Ensuring residents receive a high quality registration service, which is easily accessible at key times in their lives, providing the statutory functions required by law for the registration of births, deaths, marriages, civil partnerships and citizenships

Act as a leading registrar to carry out all registration and celebrant duties in relation to births, deaths, marriages, civil partnerships, civil ceremonies and citizenship duties. Supporting the Superintendent Registrar to deliver the statutory requirements of the service with respect to births and deaths.

**Key Responsibilities**

* Carry out statutory functions of a Registrar and deliver high standard of customer service
* To hold the position of Registrar A, maintain financial responsibility for stock and cashbook, carrying out audits and ordering and the banking of fees and monthly accounts
* Maintain records and documentation in relation to births, deaths, marriages and civil partnerships
* Analyse data and interpret customer information, highlighting relevant trends of issues to support informed decision marking
* Appreciate diversity in both customers and colleagues and consider their specific needs
* Develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting
* Lead on staff training to ensure a flexible, interchangeable workforce to meet unit objectives
* Assist with the recruitment, selection and appointment of staff as well as some appraisals.
* Perform any other duties required to help in the smooth running of the service.

**Specific Qualifications and Experience**

* Good knowledge of the work practices, processes and procedures within the registration service, including some commercial awareness
* 3 A levels, NVQ 4, HND or diploma (or equivalent experience) including GCSE or equivalent in English and Mathematics at Grade C or above
* NVQ Level 2 in Business Administration or equivalent
* Demonstrable experience and proven track record of delivering excellent customer service

 **Personal Qualities & Attributes**

* Act with tact and diplomacy whilst engaging with the public, using effective interpersonal skills to show compassion and empathy around difficult situations
* Ability to deal with conflicting priorities and demands demonstrating calmness under pressure

**Job Requirements**

* Available to work weekends and Public holidays, mostly during summer months on a rota basis
* Access to a car for business use