

Junior Deputy Superintendent Registrar

Department:	Justice and Home Affairs
Section:	Office of the Superintendent Registrar
Reports to:	Deputy Superintendent Registrar
JE Ref:	JHA1149
Grade: CS09	JE Date: 15/01/2024

Job purpose

Reporting to the Senior Deputy Superintendent Registrar, the post holder will assist the Deputy Superintendent Registrar to lead and manage the operational delivery of registration and statutory ceremony services and registration team in accordance with statutory requirements and policies and guidelines laid down by the Superintendent Registrar.

You will assist the Deputy Superintendent Registrar to provide effective leadership ensuring registration and statutory ceremony services are delivered in a legally compliant, professional, efficient, timely and cost-effective manner as well as maintaining the high standards of customer services expected within the Government of Jersey.

Job specific outcomes

1. Assists the Deputy Superintendent Registrar to lead and manage the Registration Team to ensure operational front-line delivery of core/standard births, deaths and marriage/civil partnership legal applications and registrations to the public of Jersey, including recruitment, training, development and performance management, ensuring all staff have a clear understanding of their roles and responsibilities and are consulted, supported, motivated, developed and trained effectively in order to achieve operational and strategic objectives and targets.
2. Assists the Deputy Superintendent Registrar to ensure that all legal duties carried out by the Registration Team are precisely interpreted and carried out in accordance with statutory requirements, deadlines and legal requirements for registration and the Superintendent Registrar's policies and guidelines, whilst delivering a highly professional frontline service and encouraging a culture of attention to detail and accuracy.
3. Assists the Deputy Superintendent Registrar and the Superintendent Registrar to manage and resolve customers complaints.

4. Supports the Deputy Superintendent Registrar to manage the operational provision of in person appointments to the public of Jersey relating to civil registration and applications for marriage/civil partnership/conversion, and Interviews couples in accordance with the legal civil preliminaries to marriage, civil partnership, conversion to marriage/civil partnership and Certificate of No Impediment and liaises with the Superintendent Registrar if required such that all business is conducted in accordance with statutory and policy requirements.
5. Assists the Deputy Superintendent Registrar to manage the operational provision of bookings at the Ceremony Room at the Office of the Superintendent Registrar, including providing advice and responding to questions and issues relating to the solemnisation of statutory ceremonies and terms and condition of use of the Ceremony Room.
6. Administers standard marriage, civil partnership, conversion to marriage/civil partnership and Certificate of No Impediment applications, including to ensure that all supporting documentation and applications have been made in compliance with legal requirements and policies and if not to refer the matter to the Superintendent Registrar.
7. Assists the Deputy Superintendent Registrar to register statutory unions according to the provisions of the law, and solemnises marriage, civil partnership and conversion to marriage/civil partnership ceremonies at the Register Office or any other location as required.
8. Administers the booking of appointments for all aspects of services provided by the Office of the Superintendent Registrar.
9. Administers the provision of certified copy certificates, including making searches of the registers, translating French content where required, writing out/completing appropriate legal documentation and ensuring all copy certificates pass through appropriate checks before certification.
10. Administers the provision to the general public of access to the registers (where not classified) and ensures the non-provision to the general public of classified and protected registrations.
11. Holds in depth knowledge of the statutory requirements of registration and underpinning policies and guidelines to ensure that services delivered on behalf of the Superintendent Registrar are delivered within the required statutory and policy framework.
12. Administers standard birth and death registrations including to ensure that all supporting documentation and applications have been made in compliance with legal requirements and policies and if not to refer the matter to the Superintendent Registrar.

13. Provides basic advice to members of the public and professional stakeholders relating to all standard applications to the Office of the Superintendent Registrar.
14. Deals promptly with any corrections to registers that are required and according to the law by referring them directly to the Superintendent Registrar.
15. Escalates all matters relating to non-standard, complex or unusual applications, matters requiring an interpretation of the law or policy and any matters relating to re-registration of birth, stillbirth, adoption, parental orders, gender recognition, corrections, special circumstances marriage/civil partnership applications to the Superintendent Registrar, including all requirements for marginal notes or extraordinary notations in civil registers.
16. Records the registrations of birth and death in official registers ensuring that relevant statutory procedures and the Superintendent Registrar's policies are followed.
17. Supports the Deputy Superintendent Registrar to manage the operational provision of access to public records held at the Office of the Superintendent Registrar, as well as provision of certified copy certificates in accordance with statutory requirements and in particular in relation to the protection of classified records.
18. Assists the Deputy Superintendent Registrar to maintain records of certificates issued and to account to the Superintendent Registrar for all stock accurately.
19. Along with the Deputy Superintendent Registrar, assists the Superintendent Registrar to design and implement internal and external policies, standard operating procedures and staff training manuals to ensure service standards and statutory obligations are set, monitored and upheld.
20. Supports the Deputy Superintendent Registrar to manage the recruitment, training and supervision of all Authorised Civil Celebrants, including annual CPD and licensing requirements.
21. As a statutory post holder, holds personal liability for a range of registration offences.
22. Attends hospitals, private homes and places of marriage to carry out any Registration function as required.

Statutory responsibilities

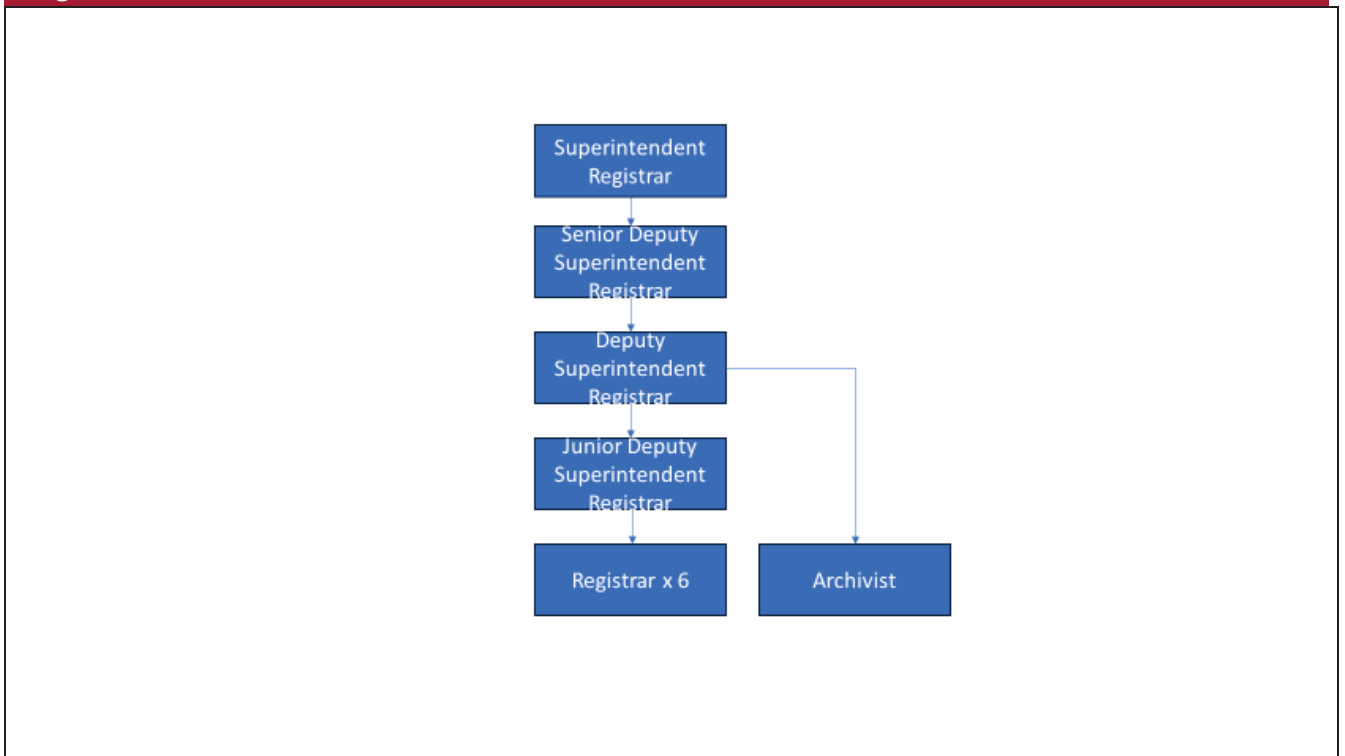
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to level 3 or equivalent qualification or work experience.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g., the understanding of a defined system, practice, method, or procedure).</i></p>	<p>Knowledge of archival and records management systems, practices and understanding of the preservation of paper and digital records</p>	<p>Basic level of French language.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>IT literate and an ability to adapt to specific software applicable to the registration service</p> <p>Ability to work competently with paper records.</p> <p>Basic French language skills including interpretation of written French text (as the majority of records held are in the French language).</p>	<p>Driving licence</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent standard of written and verbal communication skills as well as excellent practical writing skills as required for registration purposes.</p> <p>Excellent judgment, decision making and problem solving skills.</p> <p>Ability to delegate down or up according to operational/statutory demand.</p>	

	<p>Ability to problem solve, produce results under pressure and manage a large and diverse workload.</p> <p>Ability to withstand significant and unanticipated pressure and challenge in a manner which demonstrates high standards of integrity and resilience.</p> <p>Experience of building effecting partnerships both internally and externally.</p> <p>Committed to customer focused principles as well as delivering excellent customer service.</p> <p>Business acumen to identify and pursue new income generating opportunities.</p> <p>Ability to be innovative and challenge long held assumptions with a view to improving service delivery.</p> <p>Ability to develop and implement service plans, policies and procedures to deliver a quality service to the public of Jersey.</p> <p>Excellent attention to detail.</p> <p>A good communicator with proven ability for public speaking.</p> <p>Ability to provide clear and fair leadership as well as to motivate and manage staff performance and wellbeing.</p> <p>Personally and emotionally resilient and able to manage difficult subject matter including infant mortality.</p>	
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	Ability to multi task and prioritise work without direction	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession, or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience of working within legal frameworks and to tight deadlines within a pressured environment.</p> <p>Proven substantial experience of effectively leading, managing and supervising staff</p> <p>An experienced people manager who can demonstrate successful leadership, delegation and the ability to engage, develop and motivate staff.</p> <p>An experienced customer services background with a commitment to providing exemplar public service within strongly defined legal or policy frameworks.</p>	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.