



Job Description

Job Title	Registration Officer
Branch	Service Delivery and Operations
Business Group	Births, Deaths and Marriages
Reporting to	Team Leader
Location	Wellington & Auckland
Band	D, E
Date Graded	April 2012

Purpose

The purpose of this position is to:

- To perform the statutory functions of a Registrar, and to deliver Birth, Death and Marriages (BDM) products and services to external and internal customers in accordance with legislative and policy requirements to the required quality, and to provide technical leadership in BDM

Key Tasks Level One (D)

Statutory Responsibilities

- Perform the role and statutory functions of a Registrar appointed pursuant to section 81 of the Births, Deaths, Marriages and Relationships Registration Act 1995. This means that a Registration Officer will be making decisions on a day to day basis, in the context of their statutory authority as Registrars, that will have a direct impact on members of the public and that can be appealed in a Family Court

Product and Service Delivery

- Understand and apply Systems Thinking Principles.
- Manage own workload and time appropriately to ensure that all BDM products and services are delivered in a timely manner, and in accordance with relevant/agreed measures
- Demonstrate commitment to continuous improvement through the identification of ways BDM processes can be improved to provide better services to customers (external and internal), while maintaining legislative compliance.
- Ensure that the delivery of BDM products and services, and all other tasks and responsibilities allocated, are undertaken and completed in accordance with legislative, policy, and procedure process requirements, including:
 - Receiving and receipting notifications and applications for BDM products and services, and checking those documents to ensure that they comply with legislative and policy requirements.
 - Communicating, either orally or in writing, with customers to facilitate the accurate and timely delivery of BDM products and services.
 - Completing any data entry needed for the accurate and timely processing and delivery of BDM products and services.

Customer Service

- Ensure that the high standards of customer services are achieved and maintained at all times.
- Provide accurate, timely and appropriate advice and information to customers (external and internal).

Stakeholder Engagement

- Develop and maintain mutually beneficial relationships with internal and external customers, including the LSC, Contact Centre, Counters, Passports and Citizenship.
- Provide assistance to colleagues as required.

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Health & Safety (for the team)

- Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries.
- Ensure all hazards are promptly assessed for their significance, and managed

Key Tasks Level Two (E)

Product and Service Delivery

- Demonstrate technical expertise in all tasks undertaken by your team, and knowledge of all other BDM tasks.
- Demonstrate advanced ability with BDM technical systems – e.g. Life Data, OTS and A2G (i.e. “super user”), and provide other BDM staff with assistance and guidance using these systems.

Internal Customer Focus

- Key contact for internal customers, for the provision of advice on complex BDM issues.
- Be a change champion for service improvement initiatives.

Development

- Provide coaching as required to new or less experienced or proficient BDM staff
- Provide technical leadership within your team and the wider BDM environment, and lead by example
- Provide subject matter expertise to BDM related Projects, as required.

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Health & Safety (for the team)

- Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
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Key Relationships

Internal

- BDM Managers and Team Leaders
- Other BDM staff
- Customer Services Staff (LSC, Contact Centre, Counter, Flying Squad)
- Other Service Delivery and Operations Branch staff – e.g. Passports, Citizenship and Community Operations
- GTS Help Desk staff
- Other Department of Internal Affairs managers and staff

External

- Members of the public
- Individuals and organisations associated with BDM work – e.g. Funeral Directors, Hospitals. Midwives
- Marriage and Civil Union Celebrants
- Dept of Courts – particularly Registrar's situated in Courts
- Coroners and Coroners' staff
- Staff and managers from other Government departments

Staff Management

Number of direct reports	0
Number of staff reporting to direct reports	0

Statutory Delegations

Statutory Powers: Citizenship Act 1997 in accordance with the departmental delegations policy and delegations schedule

Special Requirements

	Essential	Desirable
Experience	Yes	
Proven commitment to providing excellent customer service, and a desire to delight our customers	Yes	
The ability to understand and explain to others the requirements of obtaining BDM products and services, including the ability to understand customer requirements and to provide accurate advice	Yes	
Proven experience and knowledge of using common computer software package, such as the suite of Microsoft Office and Outlook products.		yes
Knowledge		
Knowing when to ask questions, and knowing the right questions to ask, in order to obtain the required information	yes	

Knowledge and understanding of Systems Thinking Principles		Yes
Experience and knowledge of using databases		Yes

	Essential	Desirable
Skills		
The ability to understand and explain to others the requirements of obtaining BDM products and services, including the ability to understand customer requirements and to provide accurate advice	Yes	
The ability to work within a legislative framework	Yes	
Attention to detail	Yes	
Proven ability to understand and follow policies, procedures and processes	Yes	
Strong oral and written communications skills	Yes	
Proven ability to manager own workload and time	Yes	
A willing team player, with proven experience and ability to work collaboratively	Yes	
Willing participant in improvement initiatives, and commitment to pro-active improvements	Yes	
Other		
New Zealand Citizenship	yes	
The ability to obtain and maintain a suitable security clearance	Yes	
Satisfactory Police Check	Yes	

DIA Competencies

Competencies are behaviours that drive job success. They are observable and measurable characteristics that can be seen when a job is being done well.

The competencies required for this job are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Learning on the Fly
	Timely Decision Making
	Decision Quality
Emotional Maturity	Self Knowledge
	Composure
	Self Development
Talent to Execute	Customer Focus
	Functional Technical Skills
	Priority Setting
	Time Management
Positive Energy	Perseverance
	Action Oriented
Managing Diverse Relationships	Interpersonal Savvy
	Peer Relationship
	Listening
Achieves Effectiveness for Mā ori	Effectiveness for Mā ori (Level 1)

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Competency Clusters

- **Intelligence**

This is the ability to learn, understand and think things out quickly. It is demonstrated in our ability to reason, solve problems, think creatively, understand ideas that can be complex, and learn quickly from experience. It is the ability to make sense of a changing environment and figuring out what to do.

- **Emotional Maturity**

This is the ability to control one's emotions, to recognise their impact and to adapt to changing circumstances, particularly during stressful times. It includes the ability to sense, understand, and react to others' emotions. It is about knowing one's strengths and weaknesses and continuously looking to improve oneself. It also requires individuals to demonstrate resilience and sound judgment in dealing with challenges.

- **Talent to Execute**

This is about getting the job done. It is the ability to achieve results for the Department and provide an outstanding service, with and through others. It also describes continuously searching for innovation and ways to add value in order to position the Department for future success.

- **Positive Energy**

This is the demonstration of an upbeat attitude through good times and bad, and the desire to strive for the best outcomes for the Department. Individuals who demonstrate this trait are able to positively affect the behaviour of others, motivating them with a sense of purpose and spirit of cooperation. It encompasses the capacity to care deeply for the work that we do and for the principles and values of the Department.

- **Managing Diverse Relationships**

This is the ability to work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments. It is the ability to value the contribution of others, respecting each other's views, beliefs and customs, united in a common purpose.

- **Achieves Effectiveness for Māori**

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.