

Registration Team Functions

Central Hub Unit		Local Delivery Unit
Central Services Team	Business Standards & Development Team	Local Office Teams
Receiving and handling all incoming customer demand	Maintaining and improving the quality of service delivery standards	Delivery of the face to face registration service at local offices
Checking notices and issuing authorities	Training	Local office diary management
Ceremony events management	Income generation through promoting and marketing activities	Local office premises management
Rostering of ceremony staff	Business partnerships and contract management	Ceremony delivery and ceremony staff management
Central Hub reception	Licensing premises	
Specialist and generic administration	Information governance	
Archived certificates applications	Provision of staff cover	
Clergy returns/issuing church marriage certificates	Administration of service systems	