

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Registration Manager and Superintendent Registrar</b>		
<b>Directorate:</b>	<b>Delivery</b>	<b>Salary:</b>	<b>£37,261 - £42,503</b> Plus £663 London Weighting
<b>Section:</b>	<b>Registration Services</b>	<b>Grade:</b>	<b>BG-F, SCP31-36</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work Style:</b>	<b>Flexible</b>

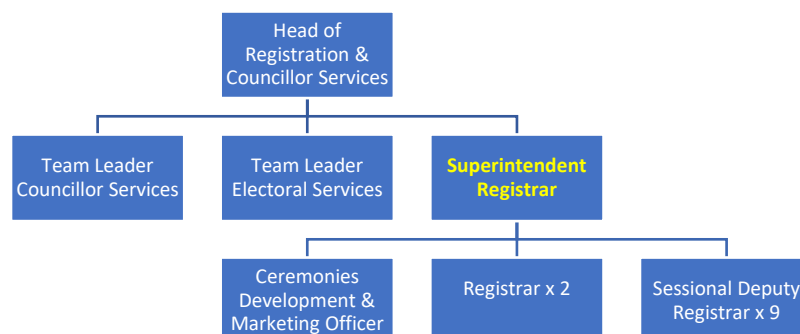
### Key Objectives of the role

- To lead and manage the Registration Services Team to ensure that an effective, high quality and compliant registration service is delivered, in accordance with statutory requirements and good practice
- To develop and promote the service to maximise income
- To actively seek opportunities to improve service delivery and outcomes by leading and creating a working environment that enables the team to work at its full potential

### Designation of post and position within departmental structure

The Superintendent Registrar (SR) is responsible to the Head of Registration & Councillor Services for the efficient leadership of the service, and for the day-to-day management and development of the allocated staff.

The SR is responsible to the Proper Officer, currently the Assistant Director: Democratic & Registration Services, for the performance and strategic direction of the service.



## Daily and monthly responsibilities

- To provide effective and efficient management of the Registration Services Team, supervising all staff, reviewing their workloads, and ensuring through the performance appraisal process that such staff are properly trained, developed, and motivated.
- To have statutory responsibility for the post of Superintendent Registrar; to be responsible for the administrative and ceremonial duties of a Civil Partnership Registrar; and to deputise for the Registrars and Ceremonies Development & Marketing Officer as required in all aspects of their roles including the registration of births, deaths, and marriages.
- To have overall responsibility for non-statutory services and undertake ceremonies as required by the council.
- To have overall responsibility for collecting, accounting, safekeeping and banking all income arising from services provided by the team in accordance with the council's policies.
- To provide expert advice and guidance on complex registration issues using technical knowledge to formulate an outcome.
- To develop a commercial focus to service delivery and oversee the effective implementation of the registration marketing strategy.
- To manage continuous quality assessment using customer information and feedback as appropriate.
- To have overall responsibility for the maintenance and development of the registration software (RON), third party suppliers and IT systems to deliver more efficient and improved services.
- To oversee the compilation of performance data and the provision of statistical information as required by the General Register Office, Home Office, and Assistant Director: Democratic and Registration Services.
- To assist the Assistant Director: Democratic & Registration Services with the development of budget proposals and the Head of Registration & Councillor Services for the monitoring of budgetary provision for registration services.
- To participate in the management of the Democratic & Registration Services Division as a member of the Senior Management Team and to deliver relevant service objectives identified in the Council Plan and Business Plan.
- To attend registration related external meetings enabling the development of close working relationships between surrounding registration districts to identify and share best practice and development opportunities.

## Scope of role

The post holder assists the Head of Registration & Councillor Services to monitor spend, maximise income and allocate the budget to registration activities, and is accountable for expenditure from the agreed budget, currently totalling £7000.

The post holder is responsible for leading, managing and developing a team of three core staff and for a pool of Sessional Deputy Registrars, currently 9, engaged to conduct weddings, civil partnerships and other ceremonies.

The nature of the work requires the post holder to have significant interaction with the public, General Register Office, the Home Office, funeral directors, colleagues, other Register Offices, and with dignitaries and councillors particularly in connection with Citizenship Ceremonies. The post is fundamental to the provision of statutory responsibilities for the registration service.

The post holder has a statutory responsibility for ensuring that the conduct of services and all registrations are in accordance with legislative requirements. Failure to do so would have a significant impact on the public, internal and external business partners, and on the council's reputation.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

***Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only***

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Educated to A level or equivalent</p> <p>Prepared to work towards professional national qualification in registration</p>	<p>Educated to degree level or equivalent</p> <p>Management qualification</p> <p>National qualification in registration</p> <p>Knowledge of Information Security</p> <p>Evidence of continual professional development</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Knowledge and experience of the Registration Service.</p> <p>Experience of effective staff management including work prioritisation; provision of guidance and support; and performance management.</p> <p>Actively cultivates an environment where being innovative is invited and encouraged.</p> <p>Excellent written and oral communication and presentation skills with the ability to adapt style to suit different needs.</p> <p>High level of IT competence.</p> <p>Ability to work accurately with attention to detail.</p> <p>Numerate, with ability to work with figures.</p> <p>Ability to interpret relevant law and good practice procedures.</p> <p>Maintains a working knowledge of the Registrars' Handbooks, General Register Office circulars and associated guidance and instructions.</p>	<p>Knowledge of RON system</p> <p>Knowledge of the Stopford diary system</p> <p>An understanding of local government</p>
<b>Work-related Personal Requirements</b>	<p>Excellent interpersonal skills with the ability to motivate staff and develop and sustain sound and productive working relationships with a wide range of people both within and outside the organisation.</p> <p>High levels of tact and diplomacy and the ability to remain calm under pressure.</p>	

	Ability to recognise matters of a confidential nature and maintain that confidentiality.	
<b>Other Work Requirements</b>	<p>Ability to work flexibly in response to changing demand for services often at short notice</p> <p>Ability to work at weekends and bank holidays.</p> <p>Ability to travel between ceremony venues within the Borough within short time periods.</p> <p>Ability to transport marriage registers and associated documents.</p> <p>Professional and smart appearance.</p> <p>Ability to converse easily with members of the public and respond effectively to questions in spoken English.</p>	Full driving licence valid in the UK and use of car
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**