

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Quality Assurance Coordinator	Grade: PO2
Section: Culture and Leisure (Registrars and Cemeteries)	Directorate: Environment and Community Services
Responsible to following manager: Head of Cemeteries and Registration	Responsible for following staff: Registration Officers – Sessional Registration Officers (indirect management)
Post Number/s: RWE0824	Last review date: September 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Please note: It is against the law to become a Registrar of births, deaths, civil partnerships, and marriages if you have ever been declared bankrupt. Doctors, funeral directors, midwives, ministers of religion and anyone working in the life assurance industry are not permitted to become a Registrar.

Job Purpose

Responsible to the Head of Service for the day-to-day quality assurance of the Registration Service. Observing legislative changes in a proactive manner to develop training programmes and strategic monitoring of staff performance in all aspects of statutory service delivery. Assists the Head of Service to identify new statutory and non-statutory services, implementing modern data technologies and efficiencies to maximise service uptake and income generation.

Specific Duties and Responsibilities

1. Has legal responsibility for the statutory post of Registrar of Births and Deaths for Richmond upon Thames and has overall responsibility for the control and management of registration secure stock and stationery.
2. Responsible for managing physical records, publications, and secure stock, ensuring that statutory retention times are observed, and paperwork is securely destroyed in a timely manner. Maintains security and confidentiality of information, records, documents, and premises.
3. Responsible to the Head of Service for the co-ordination of quality assurance of the activities within the registration service to meet General Register Office quality standards and nationally set KPIs.
4. Oversees all statutory and non-statutory services provided by the Registration Service including the registration of births, deaths, marriages, and civil partnerships; conducts ceremonies; completes all administration and functions relating to all aspects of the Registration Service as and when required.
5. Provides expert advice, expertise and knowledge of relevant statutory law, regulations, policies, working practices and procedures, enabling informed, consistent, and well-reasoned decision making.
6. Oversees statutory section 24 compliance for the purpose of reporting sham civil partnerships and marriages.
7. Oversees the safeguarding of vulnerable children and adult service users, alerting necessary authorities as appropriate.
8. Holds specific responsibility for the supervision, training and mentoring of assigned staff in accordance with GRO (General Register Office) guidelines, carrying out quality checks on registrations and notices, certifying where appropriate.

9. Oversees submissions to GRO such as waiver applications, foreign divorce applications, Registrar General licences, corrections, and re-registration applications.
10. Creates, monitor, and review training manuals and desktop instructions for all aspects of the service.
11. Develops the process of all staff technical assessments. Creates, monitors, and reviews processes, procedures, and tools to respond to any gaps in technical knowledge, adapting techniques to the individual to ensure they learn in the most appropriate ways for them.
12. Analyse and document the business processes and information to support the needs of the Service.
13. Develops, maintain and monitor a comprehensive training plan for all staff, with regular training needs analysis, ensuring all staff are trained appropriately for the roles they undertake, including refresher training as required. This training will be recorded and evaluated to inform further training needs and plans.
14. Leads on bespoke training sessions for the full staff establishment, stakeholders, and external partners on an ad hoc basis.
15. Designs, develops and maintains insightful performance management information, and trend data, using visualisation tools that supports operational managers to understand activity and their associated impacts on budgets.
16. Collates and records information and statistical data for presentation to members, senior managers, stakeholders and for public consultation.
17. Ensures that all returns and correspondence are sent to the relevant bodies within statutory and appropriate timescales.
18. To have proven experience and knowledge of the implications of new legislation, protocols and procedures requiring change to existing procedures. To ensure that all relevant staff, members, service users and partners are aware of imminent changes, ensuring training packages are formulated ahead of said changes.
19. To contribute as required to change programmes within the service.
20. Lead on short projects in line with changing requirements and priorities of the councils.
21. Accountable for ensuring that all fees collected are safely secured, properly accounted for, and banked in accordance with Council procedures.

22. Assists in staff management duties relating to the Registration Service including the recruitment, training, development and conduct of staff; may attend selection panels; produce staff rotas, assist in monitoring attendance and sickness absence, business continuity planning, and Health and Safety provisions including maintenance of accommodation, equipment, and IT systems as directed by the Head of Service.

23. Deputises for the Registration Service Manager and Registration and Cemeteries Service Manager during periods of absence or as directed including supervision of staff.

24. To undertake any other duties commensurate with the grade of the post.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.

- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

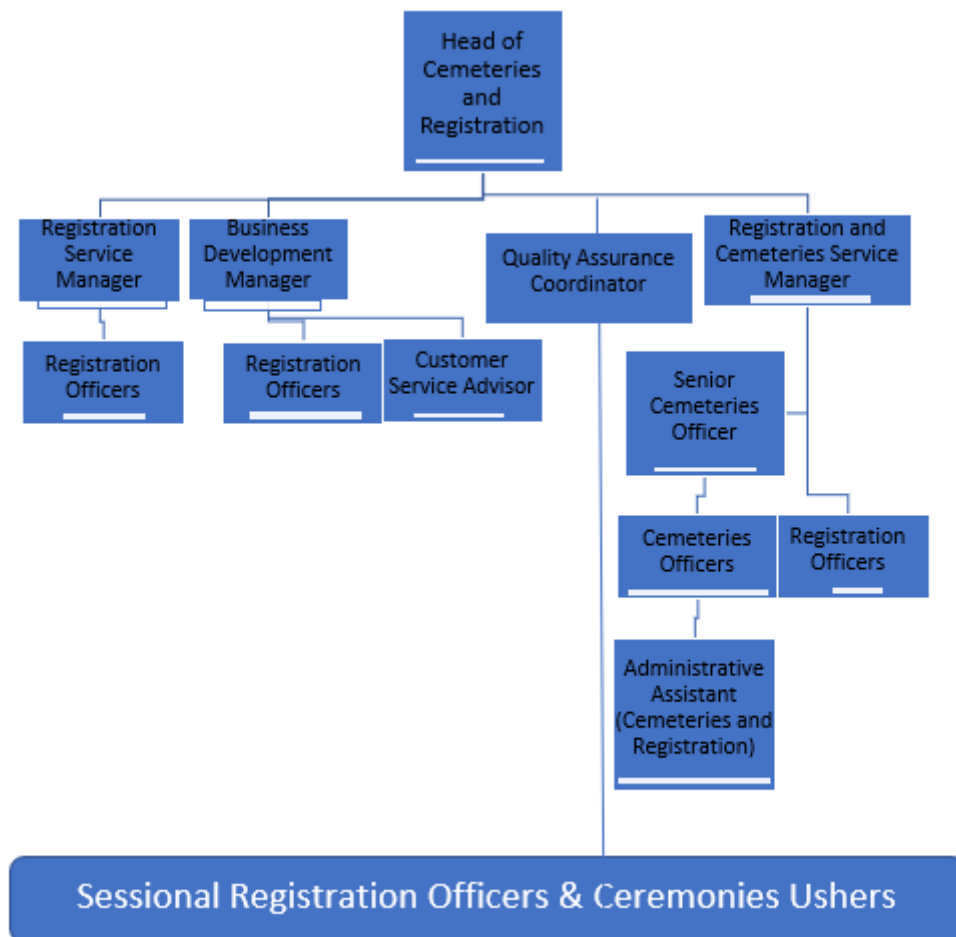
Additional Information

The post holder is a member of the management team and reports to the Head of Cemeteries and Registration.

- The post holder has line management responsibility for casual sessional Registration Officers and ceremony ushers.
- The post holder is responsible for ensuring all staff employed within the Registration Service comply with statutory guidance and legislation.
- The Quality and Assurance Coordinator is expected to work some evenings and weekends for ad hoc assessment, observations, and training.

Team structure

For the current structure please go to The Loop.



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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of the role of the Registration Service, locally and nationally, and the specific role that the service plays within the local community.	E		A/I
Knowledge and understanding of the local authority's responsibility to safeguard children and adults at risk in accordance with policy and procedures.	E	D	A/I

Understanding of research and statistical analysis techniques	E		A/I
Ability to undertake registrations of births, deaths, marriages, civil partnerships, ceremonies, and all associated functions of the registration service.	E		A/I/T
Experience	Essential	Desirable	Assessed
Experience of providing quality and assurance in a registration environment	E		A/I
Experience of effectively managing staff at a supervisory level, leading, developing, and motivating staff to ensure that the service is delivered to the highest possible standard.	E		A/I
Experience of managing a varied workload and prioritising competing demands.	E		A/I
Experience in liaising with a wide range of internal and external partners. Developing good working relationships with partner departments to benchmark and share best practice.	E		A/I
A high level of data literacy used in a business environment, including producing regular performance information in different formats for business purposes and tailoring to various audiences.	E		A/I
Experience of influencing and developing successful organisational and cultural change programmes.		D	A/I
Experience of equalities legislation and how it applies to services.	E		A/I/T
Skills	Essential	Desirable	Assessed
Demonstrable verbal and written communication skills of a high standard. The ability to communicate and engage with a wide range of internal and external stakeholders.	E		A/I/T
Advanced MS Excel skills	E		A/I
Strong analytical and numerical skills, including applied knowledge to best practice statistical methods.	E		A/I
Ability to understand, interpret and follow legal processes to ensure compliance with	E		A/I/T

statutory legislation, with accuracy and attention to detail.			
Ability to problem solve and respond calmly, creatively, and quickly to critical situations.	E		A/I
Ability to apply the Councils' policies and codes of practice in undertaking management duties and responsibilities.	E		A/I
Ability to manage change effectively and forward plan to ensure readiness for change and the continued success of the service.	E		A/I/T
Ability and commitment to work outside of normal working hours as and when required.	E		A/I
Proven ability to manage own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting, in a calm, well organised and methodical manner.	E		A/I
Qualifications	Essential	Desirable	Assessed
Educated at degree level or equivalent service-related experience	E		A/I/T/C
Professionally accredited qualification in registration or substantive evidence of continuing professional development.		D	A/I/T/C
Current Full UK Driving Licence is desired but not essential		D	C

A – Application form / CV

I – Interview

T – Test

C - Certificate