

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Registration Service Manager	<b>Grade:</b> PO3
<b>Section:</b> Registrars Contracts and Leisure (Registrars and Cemeteries)	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Head of Service (Superintendent Registrar)	<b>Responsible for following staff:</b> Registration Officers Sessional staff
<b>Post Number/s:</b> RWE1202	<b>Last Review date:</b> June 2019

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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.

#### Job Purpose

The Registration Service has responsibility for the registration of births deaths, marriage and civil partnership preliminaries, civil marriage and civil partnership registrations, civil partnership conversions, citizenship ceremonies and other celebratory services. It is an expanding service aiming to achieve the highest quality and most cost-effective service in accordance with the Council's policies and statutory requirements.



### Specific Duties and Responsibilities

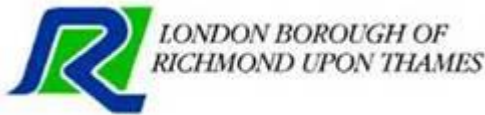
1. Responsible to the Head of Service (Superintendent Registrar) for the daily operations of the Registration Service and deputises for the Head of Service (Superintendent Registrar) as necessary.
2. Holds specific responsibility for the area of Registrations and Ceremonies; overseeing performance, delivery and administration of all statutory and associated functions. Demonstrates a high level of technical knowledge and ensures compliance with legislation.
3. Responsible for managing five RBD (Registrar of Births, Deaths and Marriages) post holders and one Additional Registrar, and a team of Sessional staff. Undertakes registration and ceremonial duties as required.
4. Provides expert advice to officers and the public on all aspects of registration law; controls and provides access to registration information; maintains awareness of the relevant legislation (e.g. Registration Acts, GDPR).
5. Undertakes staff management duties relating to the Registration Service including the recruitment, training, development, appraisal and conduct of staff; may attend selection panels; produces staff rotas, manages attendance and sickness absence, and other duties as directed.
6. Responsible for preparing the Annual Performance Report for GRO for submission to the Head of Service; implementing strategies to improve performance and meet KPIs.
7. Assists Head of Service in licencing ceremony venues as Approved Premises and ensuring compliance. Oversees the processing of applications for registered buildings and statutory duties relating to the clergy and authorised persons.
8. Has responsibility for the control and management of secure stock and stationery; document retention, destruction and archiving. Maintains security and confidentiality of information, records, documents and premises.
9. Delivers and organises training, technical assessments; cascades information and develops reference tools. Manages staff undertaking the National Qualification in conjunction with the Training Lead. Manages the implementation of legislation changes and new statutory services.
10. Manages the rota for provision of out-of-hours, on-call emergency death certificate issue.



11. Accountable for ensuring that all fees collected are safely secured, properly accounted for and banked in accordance with Council procedures. Assists with audit procedures, financial record keeping and reconciliation.
12. Manages performance of staff on a daily basis in relation to appraisal objectives, national KPIs, locally set performance indicators, and timely completion of tasks. Oversees quality assurance, quarterly checking and compliance with GRO directives.
13. Develops supports and maintains office systems and IT systems as required. Manages the electronic diary system on a daily basis to ensure appointment waiting time KPIs are met.
14. Oversees ceremonies administration, planning, and organisation to ensure ceremonies are carried out to the highest possible standard, in terms of both technical delivery and event management. Liaises with stakeholders (FM, venues) to ensure seamless delivery of a busy weddings schedule.
15. Assists Head of Service (Superintendent Registrar) in the work with internal and external stakeholders (General Register Office, Home Office, DWP, Coroner, hospital authorities, approved premises, places of worship) to promote the Registration Service and develop best practice and high-quality services for the community; communicates effectively across the spectrum of the local community.
16. Carries out other duties commensurate with the role and the grade of the post as required by the Head of Service (Superintendent Registrar).

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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.



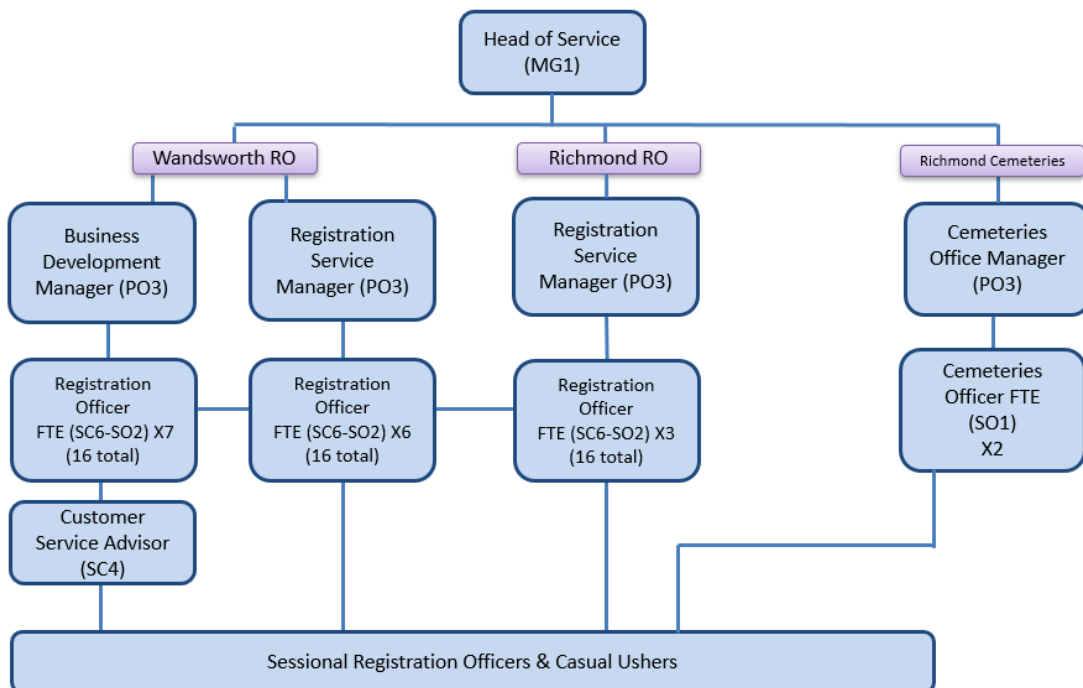
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

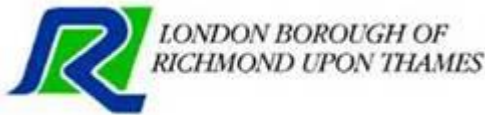
**Additional Information**

- The post holder is a member of the management team and reports to the Head of Service (Superintendent Registrar).
- The post holder has line management responsibility for six FTE Registration Officers, and sessional staff.
- The Registration Manager is expected to work evenings, weekends and on-call on a rota basis.

**Current team structure**

## Wandsworth and Richmond upon Thames Registration Service





## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
1. Knowledge of Registration services, locally and nationally, and the role that the service plays in the local community.	A&I
2. Knowledge of all relevant statutory acts relating to the Registration Service.	A&I

<b>Experience</b>	
3. Experience of leading, supervising and motivating staff.	A&I
4. Experience of developing, implementing and delivering excellent customer-focused services.	A,I&T
5. Substantial experience of working in Registration Services; registering births, deaths, stillbirths, marriages and civil partnerships, and conducting ceremonies.	A&I
<b>Skills</b>	
6. Ability to understand, interpret and follow legal processes to ensure compliance with Statutory Legislation.	A&I
7. Ability to communicate effectively in writing; compile data and present information clearly in reports. Ability to write formal correspondence including complaint responses, letters to stakeholders, and text for publications.	A&I
8. Ability to communicate effectively by telephone and in person with a range of people; colleagues and customers, for the purposes of providing information and guidance.	A&I
9. Ability to undertake public speaking effectively and confidently to large groups.	A,I&T
10. Ability to demonstrate a practical knowledge of relevant IT systems	A&I
11. Ability to demonstrate a significant level of responsibility and achievement	A&I
12. Ability to carry out multiple tasks and prioritise workloads to meet deadlines; balancing daily demands with the delivery of longer-term service improvement projects.	A&I
13. Ability to present a positive and professional image of the service and SSA through personal presentation, behaviour and engagement with stakeholders.	A,I&T
<b>Qualifications</b>	
14. Appropriate service qualification	A&I

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**