

Job Family:	Delivery – Front Line – Professional Knowledge	Grade:	8
Job Title:	Deputy Registration Service Manager and Registrar of Births Deaths And Marriages	Directorate:	Resources
Date:	November 2016	Version:	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance. Roles requiring a level of professional expertise to deliver a front line service

Brief Description of job role and department

Deputise for the Registration Service Manager delivering an efficient and effective Registration Service in accordance with legislative requirements, national guidance and performance targets.

Representative accountabilities

- Deliver service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards
- Identify and implement improvements in own work area in order to deliver continuous service improvement and improved outcomes to customers.
- Liaise with customers to review service requirements and resolve problems.
- Keep up to date with changes in policy/legislation/contractual requirements in order to ensure service delivery is effective and complies with appropriate regulations

Budgetary accountabilities

- n/a

Specific accountabilities

- In conjunction with the Service Manager review, develop and implement service improvements in response to local and national initiatives and legislative changes.
- To ensure that all returns and correspondence are submitted to the relevant bodies within the statutory and appropriate timescales
- To advise the Service Manager of policy, standards and issues requiring solutions arising from the work with internal and external partners
- To assist in producing regular information updates and briefings on all aspects of the registration service for the Proper Officer, members and other interested parties..
- To assist in communication to, from and within sections, including team briefings, meetings
- To promote effective communication with all partners and stakeholders.
- Responsibility for security, stock and register control

Person specification (knowledge, skills, experience and behaviours required in the role)

- Excellent knowledge of registration law and practice.
- Experience of conducting statutory and non statutory ceremonies.
- Ability to manage and develop the team within the performance /learning and development framework
- Ability to manage workload to ensure statutory timescales are complied with.
- Competent in the management of council employment policies.
- Effective communication skills with stakeholders and partners using a range of methods.
- Proven track record of customer care.
- Knowledge of Health and safety (IOSH)

- To be aware of and perform the duties in accordance with all council policies and procedures including
- To comply with the Council's Code of Conduct and ensure all personal data is kept confidential in compliance with GDPR and the Data Protection Act
- The Council's Core Behaviours
- Information security
- Health and Safety
- Equalities and Diversity