Senior Registration Officer

Grade 8

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Our aim is to provide a comprehensive customer-focused service for the registration of births, deaths, marriages and civil partnerships and services relating to citizenship and nationality.

Ensuring high quality services that are accurate, efficient, satisfy all statutory requirements of the Registrar General and balances both customer needs and ensures best value.

Reporting Relationships

Responsible to: Ceremony Team Leader

Responsible for: Registration Officers

About the Role

This role is responsible for the efficient operation of the Registration operational function and ensuring the highest quality standards are adhered to; that best value is incorporated to all areas of work and contribute to the strategic way forward for the development and continuation of the service.

Key Accountabilities:

1. Manage the Registration Officer team to provide registration services and ceremonies; making operational management decisions and developing and implementing new processes and procedures as required*.*
2. Assist the service management with the delivery of the marketing, communication and product development strategy by assisting with internal and external communications, contributing to planning and attendance at local events, ensuring information is up to date, relevant, in line with policy and helps promote the service positively.
3. Allocate and assign workloads to registrations officer to ensure there is adequate resource to deliver a range of services including facilitating appointments and ceremonies.
4. Ensure registration officers meet the required criteria for delivering ceremonies and services by arranging internal and external assessments.
5. Ensure licenced venues comply with legislative requirements by undertaking periodic reviews and audits, developing and maintaining effective relationships with licenced venues, celebrants, other local authorities and other associated professional organisations.
6. Ensure the operational delivery of services complies with any associated legislation and County Council governance requirements and contribute to any required internal and external audits/reviews.
7. Maintain a working knowledge of relevant legislation; always comply with the national standards, service standards and best practices.
8. Assist service management in overseeing the management of the customer booking systems and information portals, maintaining and updating any published information for customers in liaison with other stakeholders.
9. Provide excellent customer service, responding appropriately to all correspondence and instigating appropriate action in light of any feedback.
10. Administer budgets associated with the delivery of services and management of licenced venues through the generation of purchase orders and the payment of invoices, ensuring all costs are within allocated budgets.
11. Undertake any other duties required by management which are commensurate with the grading of the post.
12. To be responsible for continuous professional self-development, participating in training, supervision and performance management processes as appropriate.
13. To participate in the training and development of staff within the team, including induction and on the job coaching and supervision to ensure that the service delivery is of the highest standard.

**Special requirements of the post:**

* **The duties may involve travelling between the Register Offices and Sub-Offices, and to other locations in connection with registration purposes**
* **There may be occasions when the post holder will be asked to work from a different centre.**
* **Required on a rota basis for weekend emergency phone**

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Relevant NVQ level 3 or equivalent qualification / equivalent experience in customer service | A&I |
| **employer_small** | **Knowledge and Experience**   * Experience of people management, managing and developing people including disciplinary processes and sickness/absence. * Demonstrable knowledge of the legislation, policies and procedures relating to all Registration services, acquired through extensive training and experience. * Demonstrable experience of providing excellent customer service to members of the public on a one-to-one level * Experience of working collaboratively with a variety of agencies, voluntary, public and private sector organisations to achieve desired outcomes. * Demonstrable understanding of the legal requirements of the Data Protection Act * Experience of using ICT applications (e-mail, internet, Microsoft office and CRM systems) * Understanding of responsibilities under health and safety legislation and in equal opportunities legislation * Proven ability to record information accurately and to work to a high degree of accuracy. | A&I |
| **employer_small** | **Skills**   * Committed to delivering excellent customer services and making a difference to customers and meeting their needs * Effective interpersonal skills with the ability to influence and negotiate * Effective communication skills, verbal and written, with the ability to engage with a diverse audience * Evidence of ability to establish effective working relationships with the customers and partners. * Be adaptable to change and working under pressure * Ability to organise and forward plan work and achieve daily / weekly / monthly targets with minimal supervision. * Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances * Ability to work independently * Ability to work as part of a team, motivating and supporting staff   This post is designated as a casual car user |  |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300