

Senior Registration Officer

Grade 8

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.

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.

Reporting Relationships

Responsible to: Ceremony Team Leader

Responsible for: Registration Officers

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.

Person Specification

Qualifications/Professional membership

- Relevant NVQ level 3 or equivalent qualification / equivalent experience in customer service.

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.

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

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