

### Job Description and Person Specification

Registration Services		
Post Title	Grade	Date
Registration Team Leader	9	October 2013

#### Reporting Relationships

**Responsible to:** Registration Manager (Customer Services)  
**Responsible for:** Registration Officers

**Service Area:** Registration and Coroners Admin

#### Role Purpose and Values

To be 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.

#### Purpose and Values of Service

To provide a comprehensive customer-orientated service for the registration of births, deaths, marriages and civil partnerships and to develop services related to citizenship and nationality. The service provides data for national statistical purposes and currently operates under the guidance and to the requirements of the Registrar General.

#### Key Accountabilities:

- Assist the Registration Manager in delivering the service in the framework of the National Registration Standards, ensuring all citizens have a right to a high quality Registration Service.
- Provide training on the consistent application of service standards in accordance with the identity and passport service guidelines.
- Manage and develop a team of registration staff and resource is to deliver a highly effective efficient customer focused service
- Ensure consistent process is across all registration offices in Staffordshire
- Answer in an appropriate manner all enquiries from customers (telephone, e-mail, hard copy, and face to face) in accordance with policies and procedures, ensuring that the highest standards of customer care are maintained
- Ensure adherence to the requirements under the Data Protection Act and comply with measures to protect the confidentiality of information in accordance with council policies and procedures

- Deputise for the registration manager when required and represent Staffordshire registration services at meetings with internal services and external organisations
- Collates and present quarterly and annual registration reports
- Manage the licencing of premises to enable them to hold marriages and civil partnerships
- Maintain a working knowledge of the regulations, registration handbooks, circulars and instructions and to comply with the legal requirements of the office of National Statistics and compliance with statutory and discretionary service requirements
- Carry out annual technical assessments with registration officers
- Assist in the annual stock return to the registrar general for Staffordshire and in the ordering and maintaining of secure stock and stationary
- Ensure the proper operation of ICT systems used by the service and provide training and support on these systems
- Manage the recruitment and selection process for staff
- To develop relationships with partners and agencies to ensure best practises process is adopted
- Liaise with the media and provide articles and information for press releases
- Contribute ideas and suggestions to the promotion and development of the service to enhance the service and effectiveness of performance and customer service
- When required represent Staffordshire registration service at meetings with internal services and external organisations
- Conduct ceremonies including marriages and new ceremonies at register offices, outside venues, hospices, hospitals, and private homes where appropriate
- To ensure compliance with statutory and discretionary service requirements to make decisions on use individual judgement in areas where there is personal statutory responsibility
- Undertake any other tasks that the management of customer service deem necessary
- To act as premise manager where required to complete appropriate health and safety audits

**Special Requirements of the Post**

- Required on a rota basis for weekend emergency phone
- Required to travel to Registration Offices throughout Staffordshire
- Ability to work evenings, weekends and Bank Holidays where required
- Hold a current driving licence

**Professional Accountabilities**

Additionally, the post holder is required to contribute to the achievement of the Council, Directorates, Strategic HR and individual objectives through:

**Financial Management**

- Personally accountable for delivering services within financial framework, banking of cash and following audit recommendations.

**People Management**

- Participation and contribution in the Personal Performance Review process.

**Equalities**

- Ensure 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 County Council's corporate climate change strategy.

**Health and Safety**


- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the County Council Health & Safety policy.

**Safeguarding**

- To be committed to safe guarding and promoting the welfare of children and young people/vulnerable adults.

The content of this job description and person specification will be reviewed on an annual basis in line with the Directorates training and development review policy.



	providing value for money for Staffordshire <ul style="list-style-type: none"> <li>• An excellent understanding of customer service and understanding customer needs</li> <li>• Meticulous attention to detail and experience of managing records and stock</li> <li>• Commitment to professional development and keeping customer service and operational skills, knowledge and experience up to date</li> <li>• Knowledge of current issuers relating to Registration</li> </ul>	I  A/I  A/I  A/I
	<b>Skills</b> <ul style="list-style-type: none"> <li>• Enthusiastic about customer services and making a difference to customers and meeting their needs</li> <li>• Excellent interpersonal and communication skills at all levels, internally, externally, verbally and in writing, including with customers and senior managers.</li> <li>• Demonstrable skills of working effectively as a manager and team player</li> <li>• Ability to work manage time effectively and prioritise</li> </ul>	A/I  A/I  A/I  A/I

If a disabled person meets the criteria indicated by the ‘Two Ticks’ symbol and provides evidence of this on their application form they will be guaranteed an interview.

We are proud to display the **Two Ticks Symbol**, which is a recognition given by Jobcentre 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 the  
**HRSSC Recruitment Team on 01785 276480**

## **Behavioural Attributes – Level 1**

*In addition to the qualifications, knowledge, experience and skills identified above, the following will be assessed through interview:*

### **Customer – Think Customer**

- Coaches and empowers team members to take responsibility for customer issues
- Manages customer expectations; understands these cannot always be met and keeps the customer informed
- Builds personal relationships with customers through regular contact and consultation
- Encourages team to meet (or exceed) customer service levels



### **Strategic – Thinking about the future**

- Understands the strategy and business plans and how to relate them to team goals and objectives
- Helps colleagues and team to make sense of priorities and plans
- Proactively seeks opportunities to increase job knowledge and understanding
- Brings best practice to the attention of the department; encourages sharing of new ideas
- Accepts, supports and quickly implements changes that have been agreed
- Prepares others to respond effectively to changing circumstances by positively communicating the reasons and benefits for change



### **Leading – Leading your business forward**

- Coaches and empowers others, ensuring people feel capable and valued
- Values the diversity of individuals, adapts leadership style to meet their needs and the situation
- Keeps people up to date with information, makes communication clear and accessible
- Works with others to reach consensus and resolve differences of opinion or conflict
- Presents own and team ideas to inform decision making



### **Delivering – Own your part in delivering results**

- Clearly understands own role responsibilities
- Performs responsibilities with minimal supervision and within agreed deadlines
- Takes responsibility for own and team actions
- Identifies and overcomes barriers and manages risks
- Takes the initiative, through quick and effective action
- Implements plans in a focused way



### **Team – Be one team**

- Builds a strong team ethos in which everyone feels valued
- Spends time with people to understand their needs and support them effectively
- Takes action to overcome conflicts, accounting for people's differences
- Uses informal networks in the organisation to gain support and get things done



### **People – Being the best you can**

- Utilises the skills and diversity of all team members and colleagues
- Recognises the team and individual contributions
- Provides timely, sensitive and honest feedback on performance
- Takes accountability for own development
- Encourages the team to be responsible for their development needs

