

Job Profile - Operational Support Officer - Registrars

Job Title: Operational Support Officer - Registrars

Job Grade: L3, Z2

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

We're a high performing Registration Service that sits within the Digital Services division in Camden Council. We're at the forefront of enabling customers to access services via the online in the registration industry and we excited to return back to our newly refurbished Camden Town Hall in the heart of Kings Cross by St Pancras International station. The service registers approximately 10,000 births and 2,400 deaths, as well as conducting over 1,200 civil ceremonies. This is a great opportunity to join the services as it embarks on the next phase of its journey, focusing on increasing its market share of civil ceremonies, digital transformation and continue to provide outstanding service for life changing moments, such as birth, deaths and civil ceremonies whilst ensuring statutory performance targets are delivered.

About the role

The post holder will support the service by co-ordinating resource and workload; by developing rotas and ensuring workload is allocated effectively. Improve the customer experience by supporting the Registrars by leading on issues and being an escalation point, in addition to quality checking work. This is a "trouble shooting" and focusing arising service standards.

They will undertake the statutory duties and responsibilities of a "Deputy superintendent registrar" or "deputy registrar", as stipulated by General Register Office (GRO) regulations including meeting all key performance indicators and ensuring custody of district records. Has specific responsibility for legal administrative tasks in the capacity of statutory officer. To monitor and ensure full income reconciliation of statutory certificates (certificates cashbook, security stocks reconciliation) issued by registration officers including compliance with internal audit procedures for handling controlled security stock.

You will support the Service manager in driving service improvement across the board, lead on projects and championing change.

About you

We're looking for someone who:

Thinks on their feet, able to provide real time trouble shooting and ensure operational efficiency, provide technical registration support to the team and customers.

Leading on effective deployment of staffing resources, creating rotas for weekend & weekday staff, including allocating civil ceremonies.

Ensuring all the back office legal administration tasks are completed in a timely manner in-line with GRO service delivery key performance targets.

Take responsibility for effective management of the online booking system, including appropriate website amendment as and when required, assisting with operational solutions to daily frontline staffing issues,

Is able to allocate and quality check work, identifying process improvements, manage and resolve customer complaints

Provides an operational link to service partners ensuing day to day liaison and communication around operational issues if an issue cannot be fixed

In a 'one and done' approach.

Registration service experience (civil ceremonies, deaths and birth) with technical knowledge service team

Enjoys and has proven experience of building high performing teams and has a passion for delivering exceptional customer service every single day

Is proactive in improving performance through strong performance management and process improvement Finds it easy building relationships and work collaboratively across the organisation and deliver new ways of working.

To work under own initiative, particularly under pressure, display leadership skills but also able to work as part of a team.

To interpret and present information in a clear and concise way and be diplomatic, polite and tactful when dealing with customers of the service.

The post holder must drive forward services improvement and be seen as a champion of continuous improvement and be proactive in the promotion and implementation of new ideas for the modernisation of the Registration Services.

Ability to provide feedback and coach the team with a view to improved quality of services / work.

Work Environment:

The role is based at Camden Town hall, Judd Street and other locations as and when required. Which is a busy front-line service; as such the post holder will be required to manage changing and conflicting priorities, also required to work to statutory deadlines e.g. governing the submission of returns to the General Register Office.

The post holder will be required to work some evenings and weekends.

The post holder will be required to attend meetings and events away from Council premises, for example:

- Carry out civil marriages and civil partnerships at external venues
- Present death certificates to customers either at a hospital, care home or residential home.

People Management Responsibilities:

No direct people management, however the post holder will need to build strong working relationships with the team; provide feedback when quality assuring their work and when creating the staff rota

Relationships:

Internal:

- Network broadly across the Council and particularly with professional service leads to maintain awareness of changes in agenda, approach or restrictions on service delivery and be prepared to adjust front line service delivery accordingly.
- Adjust communication and stakeholder management style in order to balance liaison on behalf of the assigned service area/s with staff leadership, motivation and advice on details of service delivery.
- Work in collaboration with internal and external stakeholders and develop excellent working relationships with internal departments such as Communications team to promote services.

External:

The General Register Office and Home Office
Local hospitals and burial societies

The coroner's services and Medical Examiners
Officers in other Registration Districts
Members of the General Public
Contact with staff at approved venues

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.