

# Registration Manager

**Salary Range: £43,004 - £49,131**

**Grade: L4, Z1**

**Location: Camden Town Hall, Judd Street**

**Reports to: Registration Services Manager/  
Proper Officer**



# About the role

This role is all about leadership and technical civil registration knowledge in a busy front-line service. This will involve using your experience and technical knowledge to coach and support your team and explore new ways of working. As such the post holder will be required to work together with the registration team managers to drive high standards of work and manage changing and conflicting priorities.

The post holder will support the service manager in developing and manage the council's registration and nationality services providing statutory and non-statutory services, whilst focusing on efficient use of resources to maximising income generation for the council.

The post holder will lead and manage a team of front line registration and sessional officers. They will undertake the statutory duties and responsibilities of a "superintendent registrar" or "registrar of birth and deaths", as stipulated by General Register Office (GRO) regulations including meeting all key performance indicators and ensuring custody of district records.

## The things you'll achieve

If successful in being appointed to this role you will achieve the following:

You will undertake the statutory duties and responsibilities of registrar, which includes registering births, deaths and marriages as and when required.

You will become the services knowledge expert and offer reassurance to General Register Office in robust security stock management including maintaining the safety and security of registers and certificate stock.

Supporting to deliver on appointment availability as per GRO guidelines and raise the quality and standard of civil registrations, including delivering on all KPI's.

Work in conjunction with the team managers to identify and plan staffing resources requirements to meet service needs.

Ensure that systems are in place to effectively monitor and report on performance, including monitoring and investigating complaints, and implementing any requirements to improve customer experience

Built relationships with key stakeholders across the borough and beyond.

# About you

## Experience

You should have registration experience.

Demonstrate knowledge of statutory, regulatory, strategic and key operational issues

Excellent people management skills and ability to apply within a front-line customer access environment.

Demonstrating empathy and compassion in dealing with our customers

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

Take ownership of personal learning and development within registration industry including providing training

## You have

Understanding of relevant legislation relating to Registration Services

To manage and motivate staff, develop training plans and action plans that are linked to clear processes of implementation and review.

The ability to manage conflicting priorities and deadlines.

Must drive forward services improvements and be seen as a champion of continuous improvement.

Be proactive in the promotion and implementation of new ideas for the modernisation of the Registration Services

# Other important information...

## People management

You will be managing approximately 10 direct reports consisting of registration officers, sessional staffs and administration officers, although this could fluctuate.

## Work environment

The role is office based, you'll work from Camden Town Hall, Judd Street in Kings Cross. We are a priority one statutory customer facing service and are required to be in the office.

## Who you will be working with

You will be joining the Registration Services and be reporting to Registration Service Manager. You will be working closely with fellow managers, including internal and external stakeholders.

## The application process

To apply for this job please follow the "Apply" link. In the 'Why you?' section of the application you will be required to demonstrate how you meet the role criteria noted in the Job Profile under the "About You" section.

The interview process will involve a panel interview lasting an hour as well as a presentation directly related to the role.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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](mailto:resourcing@camden.gov.uk)

