**Job Profile Information: Registrations Manager (Superintendent Registrars/ Registrars of Births and Deaths)**

**This supplementary information for Registrations Manager is for guidance and must be used in conjunction with the Job Capsule for**

**Level 4, Zone 1, Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The post holder will lead and manage a team of front line staff providing excellent customer service in a consistent, efficient and customer focussed manner. Primarily the post holder will manage 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 post holder will provide expertise in, and responsibility for, front line service delivery across multiple customer access channels to provide cost efficient service delivery, ensuring a focus on empowerment and enablement of Registration Officers to make decisions at the frontline.

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

The post holder will be required to take responsibility for one of the following specific areas of work:

(i) Superintendent Registrar – Ceremonies and Notices

(ii) Registrar of births and deaths – Registration and Nationality

**Example outcomes or objectives that this role will deliver:**

* Responsibility for custody and confidentiality of district records relating to births, death and marriages, including completed registers received from religious organisations and maintaining an index of records. Issue certificates on request from “closed” registers. Dealing with corrections to registration entries. Check and certify registrations and submit returns to GRO, acting as Data Controller for the registration district.
* Lead, manage and motivate your team to become empowered and enabled, effectively delivering all service objectives; ensuring coaching, appraisal and management systems are embedded and relevant HR procedures are adhered to.
* Leading on the development, implementation and on-going delivery of the technical aspects of the registration process in accordance with the requirements of the General Register Office (GRO) and Camden priorities as defined corporately and in the service plan. The role will provide expert technical advice and the delivery of the Superintendent Registrar duties activities as instructed by GRO**.**
* Liaise directly with professional services within the assigned service area/s and project deliverables to ensure successful provision of front line service, according to quality and quantity targets agreed with the Registration Service Manager. Regularly evaluate and assess the operational working of the service alongside the Service manager to successfully deliver a rolling programme of service improvements.
* Ensure service delivery meets with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.

**The post holder has specific responsibility**

**Superintendent Registrar – Ceremonies and Notices**

* + Licensing approved premises and Statutory GRO returns including ensuring RG licence ceremonies are delivered
  + Responsibility for advising and training authorised persons i.e. ministers, priests and lay persons on duties of civil registrations.
  + Responsibility for ensuring civil ceremonies are conducted and preliminaries are completed in accordance with legal requirements with regard to civil marriage and civil partnership.

OR

**Registrar of births and deaths – Registration and Nationality**

* + Maintain all office facilities and equipment, including the ceremony room and vaults. Deliver an efficient and effective administration service for the wider Registrars service, developing and continuously improving administrative processes and procedures to achieve better and more efficient ways of working and optimise quality output
  + 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.
  + To undertake as directed, the statutory position of Register of birth, Deaths and Marriages, including maintaining the safety and security of current and archived registers and certificate stock.

**People Management Responsibilities:**

Direct line management for registration officers and weekend registration staff.

* To lead and manage staff, including recruitment and selection, induction, ongoing staff coaching and development and performance management. Manage and monitor workflow to ensure efficient distribution of resources to fulfil service requirements.
* Ensure that systems are in place to effectively monitor and report on performance against key targets together with customer feedback. Collate, analyse and report management information, including monitoring and investigating complaints, and implementing any requirements to improve customer care as a result.
* Work in conjunction with the team managers to identify and plan resource requirements to meet service needs, including the allocation of staffing resources and minimise customer waiting times. Ensure appropriate appointments are made available to meet GRO service delivery KPI’s.

**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
* United Kingdom Visa & Immigration
* Local hospitals and burial societies
* The coroners services
* Officers in other Registration Districts
* Members of the General Public
* Contact with staff at approved venues

**Work Environment:**

The job is largely office based, currently at the old town hall but will shortly move to the Crowndale centre and BMA House located in Tavistock Square and other locations as and when required.

The role is based in a busy front-line service; as such the post holder will be required to manage changing and conflicting priorities. The service currently registers in excess of 10,000 births, 2,300 deaths and conducts in excess of 1,350 civil ceremonies per year. The post holder is 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:

* Inspect premises for civil ceremonies
* Carry out civil marriages and civil partnerships at external venues
* Perform citizenship ceremonies at external venues if required
* Present death certificates to customers either at a hospital, care home or residential home.

**Technical Knowledge and Experience:**

* Excellent people management skills and understanding of their application within a front line customer access environment, coaching and development of staff in an integrated multi-service environment, as well as project and change management skills.
* Establishing a customer focused service and instilling a performance culture.
* Cultural change and staff motivation, good understanding of frontline processes, people and performance management techniques.
* To manage and motivate staff, develop training plans and action plans that are linked to clear processes of implementation and review.
* 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.
* To be diplomatic, polite and tactful when dealing with customers of the service.
* The post holder must drive forward service improvements 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.
* Challenges conventional wisdom and “the way things have always been done”

**Desirable:**

* Knowledge of procedures and guidelines set by the Home Office and the Office of the Immigration Services Commissioner
* Understanding of relevant legislation relating to Registration Services, including knowledge of the Registrars Handbook and Acts
* An understanding of local government functions, practices and procedures and members/officers roles and a wider understanding of public service agenda’s and relevant statutory changes

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>