

Job Profile

Job Title: Operational Support Officer - Registration

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

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.

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.

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.

Example outcomes or objectives that this role will deliver:

- Leading on effective deployment of staffing resources for the service, 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 and making the service more efficient
- Provide real time trouble shooting, "go to person" to ensure operational efficiency
- Is able to manage, resolve and respond to 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

About you

Technical Knowledge and Experience:

Essential:

- Excellent communication, interpersonal skills and understanding of their application within a front line customer access environment, Coaching and development of staff in an integrated multi-service environment, project and change management skills
- Establishing a customer focused service and instilling a performance culture
- Registration experience and technical knowledge.
- Cultural change and staff motivation, good understanding of frontline processes, people and performance management techniques

Desirable:

- Knowledge of procedures and guidelines set by the Home Office and the Office of the Immigration Services Commissioner.
- 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
- Understanding of relevant legislation relating to Registration Services, including knowledge of the Registrars Handbook, Acts and work experience.

SKILLS**Essential:**

- 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 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.
- Challenges conventional wisdom and "the way things have always been done"
- Ability to provide feedback and coach the team with a view to improved quality of services / work.

Work Environment:

The job is largely office based at Old Town Hall 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 1,250 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:

- Support Superintendent Registrar with Inspection of premises for civil ceremonies
- 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
United Kingdom Visa & Immigration
Local hospitals and burial societies
The coroner's services
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,