

# Job specification



**Job title:** Business Manager Registrars Central Libraries and Life Centres  
**Service:** Customer Services  
**Grade:** G12  
**Reporting to:** Service Manager Assessments, Welfare, Central Libraries and Life Centres

## Your job

You will have principle responsibility in the management of Registration Services and functions ensuring they add value, are cost effective and that resources are allocated in-line with business needs and compliant with Government and council policies and statutory requirements.

You'll support the Assistant Director and Service manager in determining the strategy for the effective delivery of services that contribute to the delivery of the Council's key priorities and overall performance.

You'll manage changes, new initiatives and development of all Customer Services Registration Services necessary to meet the standards in Registrar General's Good Practice Guide and are compliant with Government and Council policies and statutory requirements.

You will ensure compliance with legislation of citizenship procedures including statutory timescales, ceremony format and associated administration required, creating an environment that provides memorable occasions for our customers.

You will manage a multidisciplinary team of staff delivering a range of customer driven services and you'll provide them with support to explore options that will maximise revenue and deliver long term solution.

You will support managers in the development and implementation of service and business plans that supports the achievement of the Council's objectives.

You will manage Wigan Council customer service functions at the central Libraries and Life Centres of Wigan and Leigh, developing the service and enhancing the customer experience.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

In the next 12 months, you will:

- Plan and facilitate high quality customer service delivery developing new lines of business with specific responsibility in ensuring standards are maintained or bettered within Registrars, Wigan and Leigh Life Centres and Central Libraries

- Create wrap around services in Registrars, the Central Libraries and Wigan and Leigh Life Centres making sure modelling and demonstrating of our Digital Services are exploited encouraging opportunities to build self-reliance and confident, digitally aware residents
- Ensure that front facing staff are trained around Welfare Benefits to enable them to advise and or signpost customers appropriately, in particular Universal Credit and changes identified at registrar appointments, like births and deaths
- Support the development of a wider Welfare Support and Welfare Rights offer, working with partners, to promote the take up of benefits, financial or otherwise to ensure that customers income is maximised, their indebtedness reduced and to support residents with their journey into work
- Ensure that buildings within the area of responsibility are fit for purpose, safe and welcoming, and appropriate risk assessments and checks are undertaken ensuring expedient reporting of issues to facilities management
- Provide safe spaces for children and young people to engage and experience a range of services such as literature providing digital learning opportunities and life skills that will support them into adulthood and build future workforce skills and aspirations
- Transform services to achieve an integrated and shared working approach and deliver quality outcomes to our varied and changing communities, supporting The Deal for 2030

On an ongoing basis you will:

- Manage all aspects of compliance with legislation for Registrars Services including the reporting of sham ceremonies, indexing and maintenance of the proper custody of all registers and provision of certificates from deposited registers
- Develop and maintain close working with external agencies, partners, other departments and communities to develop service policies that support quality, cost effective customer and community-focused services that contribute to the learning, wellbeing and enjoyment of all service users and build partnerships
- Develop the leadership and vision of services that are responsive to community needs, adding value and reaching out to those residents that are vulnerable and hard-to-reach, providing engagement opportunities and combatting social isolation
- Ensure that the service is developing relationships and sharing information with Service Delivery Footprint Managers and other key community workers for the benefit of communities.
- Deliver creative, flexible spaces that support the varying needs of our communities, developing innovative ways to enable educational, social, digital and cultural activities that help create a cohesive relationship between service delivery and the community we serve
- Develop new and existing partnerships that result in greater community engagement providing opportunities to enrich our Library and Life Centre offer to children and adults in a safe, accessible and neutral environment, which is conducive to learning and social interactions
- Work with colleagues and partners in other service areas and external agencies to improve service provision to the council and public, as part of an integrated Customer Services offer
- Develop effective data collection and tracking systems including analysis of the accuracy and statutory compliance of work undertaken, accounting for stock control of statutory forms
- Compile benchmarking and other data returns that evidence the position and achievements of the Registrar Service
- Develop commercial growth and paid for service opportunities to help mitigate the impact of savings requirements on services

- Ensure that Registrar Service work with Customer and Culture Arts and Heritage to deliver shared solutions to maximise customer satisfaction opportunities and develop a more rounded offer where services are sympathetic
- Develop opportunities to expand service workforce through delivery of training regimes within Customer and Culture Arts and Heritage allowing for a more holistic borough wide Registrar Services offer
- Lead, develop and maintain service plans that create flexibility and identify efficiency and savings opportunities through a variety of means like, shared space, partnerships and volunteer groups
- Be responsible for maintaining systems to accurately reflect charging structures and fees including those attracting VAT
- Be responsible for testing upgrades to back office online diary system ensuring service delivery and customer accessibility are as far as possible uninterrupted
- Develop and promote Freedom Ceremony Packages through the web, social media, free to advertise corporate mechanisms and traditional local media to create a profitable income stream providing memorable, bespoke occasions
- Create a First Point of Contact resolution model of operation, incorporating asset based conversations to build self-reliance to improve customer outcomes, experiences and satisfaction levels ensuring that targets are achieved or surpassed within areas of responsibility
- Develop effective data collection and tracking systems including analysis, identifying community and customer trends to support service developments and volunteer, community groups and partner opportunities
- Transform services to achieve an integrated and shared working approach to new service and corporate initiatives to deliver quality outcomes to our varied and changing communities, supporting the principles of The Deal
- Ensure the day to day management of the Senior Management Support Team is effective and provides efficient and effective support
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

### In this job you will need

You must be able to demonstrate the following essential requirements:

- Management qualification NVQ Level 5 or equivalent significant level of experience.
- Evidence of continuous managerial development.
- Proven track record of effective service development and delivery in area of work.
- Evidence of effective project management skills and the ability to deliver key projects across a range of situations.
- Evidence of managing service performance improvements.
- Evidence of managing change programmes and resource reductions.
- Detailed knowledge of best practice and developments in specific areas relating to the functions of the post.
- A detailed understanding of the value and use of new technologies in improving services and modernising working processes.
- A thorough understanding of the legislative and key operational issues relevant to the post.
- Knowledge of Equality and Diversity policies and issues affecting public services.

- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Ability to use influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view.
- Able to work in partnership and to develop the trust, respect and co-operation of colleagues and partners.
- Proven ability to convert plans into action and deliver objectives and targets within timescales and budgets.
- Ability to analyse information, identify implications for Customer Services and implement relevant courses of action.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough