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| |  | | --- | |  | | **Registrar**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Officer – Registrar  **Service Area: Events and Registrars**  **Directorate: Corporate and Support Services** | Salary Grade: Scale 5 plus 1\*  \*for some weekend working |
| **Post Reports to: Supervisor and/or Line Manager**  **Post Responsible for: N/A** | |
| **Main Purpose of the Job:** As a CSS Support officer you will support the delivery of services offered by Corporate and Support Services Directorate.  **N.B. For further detail - See Annex** | |
| **Job activities:** **Summary of Responsibilities and Key Areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.  **1. Problem Solving/Creativity/Maintaining Standards**   * Respond to issues requiring a good understanding of work-area policies and procedures. * Resolve more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. * Take a moderate level of accountability in the delivery of services offered by Corporate and Support Services Directorate. * Analyse and interpret a variety of situations and determine the most appropriate course of action. Resolution requires developing unbiased approaches based on understanding of precedents and past practices. * Use appropriate tools available to undertake the task as efficiently as possible * Use relevant information from various sources to solve problems that impact own work area * Update manuals/procedures and provide training to colleagues where appropriate * Prioritise work, taking into account own work area and needs of larger work area. * Work as part of team understanding and focusing on how the role supports the teams and departments priorities * Work with colleagues to co-ordinate, develop and improve systems/processes to help ensure improved service delivery to the Borough of Stockport. * Support the change management of business processes to make improvements that drive out inefficiencies and add value to the Service.   **2. Responsibility and Accountability**   * Responsible for the receipt and acknowledgement of queries with appropriate tracking and response * Responsible for prioritising work where most senior of a remote based business support team * Responsible for supporting others to embed new ways of working   **3. Communication**   * Interpret and communicate established processes and procedures to a range of audiences * Convey information/advice to others that can be complex in nature and oversee implementation of any action * Share information, verbally and in writing, in a clear and concise manner. * Tailor communication to different audiences.   **4. Decision Making**   * Obtain necessary level of information to inform decision making guided by general instructions and practices requiring interpretation. * Articulate when necessary how decisions have been reached * Provide advice and feedback to support others decision making * Automatically make decisions on routine issues. * Follow departmental procedures and recommend changes to work-area processes. * Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures   **5. Knowledge and Skill**   * Detailed knowledge and understanding of own work area and how it impacts wider operations within the Council. * Ability to use the appropriate system in place applicable in the service area with specific support and training * Keep up to date with issues relating to the work of the team and department * Proactively research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team * Detailed expertise in a range of systems, workplace regulations and practice within the Council * Safe manual handling and ability to lift where appropriate * Personal Health and Safety in the Workplace  Risk management  * Understands the risks associated with the nature of the service you are supporting and identifies areas of concern, taking any initial remedial action and raising these appropriately with a manager  Innovation and Flexibility  * Ability to transfer skills to a range of service areas with specific support and knowledge available. * Ability to pick up variance in approaches within specific support and knowledge provided. * Ability to consider better ways of delivering support, communicating this as a proposed change | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.  To be part of the on call rota for weekend working (faith deaths and Registrars General license) – appropriate renumeration given. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| Knowledge and understanding of the Registration Service work area and/or specialised skill. | Essential |
| Experience of supporting team projects, achieving objectives on time and to high quality. | Essential |
| Ability to work in sensitive environments requiring sympathy, empathy and understanding. | Essential |
| Experience of working flexibly across multiple teams to implement change or delivery of key innovative projects. | Essential |
| Experience of supervising and directing others working within teams. | Desirable |
| Experience of working in and providing value for money, high quality, customer focussed services. | Essential |
| The ability to converse at ease with customers and provide advice in accurate spoken English. | Essential |
| Effective interpersonal skills, working with colleagues (within the team and wider partners) to achieve positive service outcomes. | Essential |
| Ability to negotiate and influence. | Essential |
| Effective organisational skills. | Essential |
| Analytical skills with the ability to interpret data and information and identify trends and inaccuracies to inform solutions. | Essential |
| Effective written and presentational skills. | Essential |
| Effective oral presentational communication skills including ability to speak comfortably and profesisonaly when addressing a large audience | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above including Microsoft Office packages e.g. Excel and Word | Essential |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Where appropriate, clean driving license | Desirable |