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| |  | | --- | |  | | **Register Office Manager / Superintendent 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/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Register Office Manager / Superintendent Registrar  **Service Area: Events and Registrars**  **Directorate: CSS**  **Team: Register Office** | Salary Grade: MB4 |
| **Post Reports to: Head of Service – Traded and Growth**  **Post Responsible for: Registrars, Deputy Register Office Manager** | |
| **Main Purpose of the Job:**  To lead the registration service in a range of statutory and non-statutory disciplines and to provide and market the service to meet the needs of the customers and the Council.  To manage and motivate the staff of the Registration Service ensuring customer standards are maintained and developed and all legislative requirements are met in terms of the Registration Service.  To register life events, conduct ceremonies and provide other registration services in accordance with regulations and guidelines.  To maximise income generation by promoting and expanding existing services whilst proactively seeking out new opportunities.  To work closely with the Events Manager and team to ensure continuity and synergy across teams and, where appropriate, to maximise income generation opportunities across the whole service. | |
| **Summary of responsibilities and key areas:**  Job activities: Summary of Responsibilities and Key Areas:  • To be part of the Registration Management Team, ensuring continuous improvement of the service by all available means, including the use of sound performance monitoring and assessment.  • To be responsible for the provision of statutory, non-statutory and income generating registration services in accordance with agreed codes of practice, standards and guidelines and act as Superintendent Registrar for the authority.  • Provide expert advice and guidance to staff, service users and central government departments on all technical and procedural matters relating to marriage, births, death and still birth registrations.  • Effectively manage the service to a high professional standard including maintenance of efficient administrative systems, and the safekeeping of records and certificate stock in line with statutory requirements.  • Critically monitor the performance of staff, taking appropriate measures to improve performance.  • Demonstrate a personal commitment to continuous self development and service improvement.  • To support the service budget and generate increasing income against agreed targets.  • To develop and market new opportunities for the service, with local businesses, neighbouring Authorities and approved premises.  • To assist with the production of relevant professional and management information including an annual Service Plan, ensuring national and local standards are maintained.  • To maintain good public relations at all times and manage the relationship with the Council’s Contact centre and Events team to ensure continuous improvement of service delivery to the public.  • To ensure all Registration staff are trained against set legislative standards and requirements and maintain their professional development.  • To utilise acquired knowledge to solve problems and queries to the benefit of the service and the customer.  • Management of members of staff from the Registration Service including undertaking performance appraisals and other related management duties.  • To attest notices of marriages and civil partnerships in accordance with statutory requirements.  • If required under Registrar General’s Licence to attend register office, home, hospital or hospice any time day or night, 7 days a week.  • To hold responsibility for the approval of premises across the Borough to enable them to be licensed for the purpose of marriage.  • To apply theoretical knowledge in providing advice and guidance on all aspects of the Registration Service, seeking guidance from the Registrar General in dealing with complex matters of interpretation.  • To liaise with partners such as the Coroner’s Office, hospital staff and approved premises holders to ensure compliance with legislation.  • To undertake all duties to support the Proper Officer’s in accordance with registration legislation when required to do so.  • Work closely with the Events Manager in order to provide a seamless service for couples marrying at our range of approved premises including council venues  • Work closely alongside the Events Manager to ensure the team are upselling hospitality across the portfolio of council venues.  • Work with the Events Manager to ensure the promotion of a wide range of events available across the portfolio of council venues. | |
| **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.  The responsibilities set out in the job description, advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough. | |

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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** |
| 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 |
| A degree or equivalent qualification in a relevant subject | Essential |
| Sound knowledge and understanding of the requirements of the registration function developing extensive knowledge and experience of Registration Law and Practice in a Local Authority Register Office. | Essential |
| Knowledge and understanding of local authority structures, strategic objectives and the environment which the service is delivered | Essential |
| Experience of helping deliver innovation and change to modernise and create efficiencies within a local authority service | Essential |
| Experience of managing a small team and working within a service within a strict legislative framework | Essential |
| Experience helping to market a service with a view to increasing income generation | Desirable |
| Ability to build strong working relationships with customers, external partners and other departments within the council. | Essential |
| Experience of handling emotive and sensitive situations e.g. grieving families, dissatisfied customers. | Essential |
| Makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility. | Essential |
| Excellent ability to organise and prioritise own workload and that of other team members around statutory and organisational deadlines, having the ability and confidence to negotiate/enforce deadlines with others | Essential |
| Meticulous approach and attention to detail with work ensuring promotion and maintenance of high standards | Essential |
| Ability to analyse information / data and translate into service improvements and changed processes | Essential |
| Excellent time management skills to ensure work of team/service is completed to deadlines and to agreed statutory and locally set standards. | Essential |
| Ability to inspire individuals and motivate, so the team give their best and are equipped to meet overall business need. | Essential |
| Close attention to detail with the ability to work in a pressurised environment managing multiple projects at any one time and ability to prioritise a high workload  Able to work with discretion and maintain confidentiality | Essential  Essential |
| Flexible approach to work including supporting and encouraging change and challenging resistance appropriately | Essential |
| Ability to understand and evaluate all options for optimum service delivery (business intelligence): identify risks and plans to mitigate; to promote entrepreneurial approaches; to ensure value for money. | Essential |
| Experience of working on own initiative and responding independently to unanticipated problems/situations | Essential |
| Demonstrating pride in Stockport and the Council’s Events and Registrars service | Essential |
| Ability to understand and fully utilise a range of Information, Communication and Technology packages (eg. Microsoft Office) and Social Media Platforms | Essential |
| Experience of IT booking and appointment systems for Registration services | Essential |
| Numeracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of key performance indicators and financial resources. | Essential |
| Knowledge and skills to operate within financial rules and procedures using financial systems effectively. | Essential |
| Budget Management | Essential |