

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Senior Registrar | Director/Service/Sector: Public Health Inequalities and Stronger Communities / Community Services / Registration Service | | Office Use |
| Band: 7 | Workplace: Fenkle Street, Alnwick, County Hall, Morpeth any other Northumberland County Council office as required, and site visits across the county, as appropriate. | | JE ref: 4515 HRMS ref: |
| Responsible to: Registration and Coroner Support Service Manager | Date: Jan 2025 | Manager Level | |

Job Purpose:

- To lead the co-ordination of marriage and civil partnership ceremonies for the Registration Service. Actively promote and assist in the advertising of civil ceremonies in the county of Northumberland in order to encourage take up of the service and increase visitor numbers to the county. Collaborate with partners to deliver economic benefits to Northumberland from a thriving ceremony economy.
- To oversee the maintenance of accurate Civil Registration records, statistical data and returns on behalf of the Registration district and county of Northumberland in line with statutory requirements and the expectations of key government bodies such as the General Register Office (GRO). This includes ensuring that performance targets, objectives and outcomes are met, value for money achieved and customer excellence delivered.
- Responsible for setting out and delivering a robust training programme for Registration Officers and Ceremony and Support Officers, to provide assurance to the Superintendent Registrar, Proper Officer for Registration and Registrar General that all staff are technically competent and able to meet expected legal requirements and performance standards in delivering a Civil Registration Service for the county of Northumberland. Expected performance standards are set out in GRO's 'Good Practice Guide' and the Council's Corporate Plan, so that high quality, customer focussed services are provided at a cost the Council can afford.
- To set out and deliver a programme of Continuous Professional Development for Registration Officers and Ceremony and Support Officers to ensure a culture of sustained quality and excellence is delivered to customers and the residents of Northumberland.
- To lead in the allocation of duties relating to civil legal preliminaries for marriage and civil partnership, for all Registration Officer and Ceremony and Support Officers.
- To effectively lead and manage a team of Registration Officers and Ceremony and Support Officers in the delivery of service objectives relating to Civil Registration.
- To be responsible for the attainment of Public Protection and Counter Fraud standards established by GRO and to contribute towards the completion of the Annual Performance Report to GRO, providing assurance to the Registration and Coroner Support Services Manager.

- To ensure that the functions and programmes of activity relating to Civil Registration fully support the delivery of the wider aspirations of the Council, enhancing quality of life and delivering social and economic benefits.
- To collate and provide statistical data regarding Civil Registration activities and performance in the county of Northumberland as and when required.
- Under the direction of the Registration and Coroner Support Services Manager, when required collaborate with the Senior Coroner and the Coroner Service, Medical Examiner and the Medical Examiner Service to administer an effective death registration process.
- To represent the Registration Service at the North East Panel for Registration and from time to time, lead on work streams at a regional level.
- To work with the Home Office to administer a lawful Citizenship service, ensuring British Citizenship legal requirements are adhered to. Where necessary, oversee the submission of Section 24 reports to the Home Office.
- To ensure that the ceremony co-ordination service is developed to respond to customer and stakeholder needs, and council objectives. Where this involves partnerships, that those partnerships are nurtured, developed and supported.
- To assist in ensuring a consistent, high-quality customer focused service is delivered by the Registration Service.
- Undertake the appraisal of staff, to review their performance, set targets, priorities and provide constructive feedback to enable staff to develop the skills necessary to deliver effective services through:
 - The identification of training and development needs
 - Ensuring all staff have access to relevant training and development opportunities and can take advantage of them.
 - Promote and oversee the continuous personal improvement of staff.
- Develop IT systems, online processes and functionality, procedures and supporting policies to provide an agile, joined up and progressive Registration Service for the county.
- Assist in and where required lead in maintaining accurate and relevant website information regarding the Registration Service on www.northumberland.gov.uk and www.mynorthumberlandwedding.co.uk
- Maintain effective management and communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees at all levels are fully aware of their respective roles, functions and responsibilities and changes to legislation, Council policy or practice.
- To ensure that all aspects of civil registration are delivered in a lawful manner in line with legislation, codes of practice, policy and procedures.
- Keep up to date with and to work within legislative requirements, codes of practice, council priorities and standards as necessary.
- Investigate complaints, produce thorough reports and timely and comprehensive responses where required.
- When required, deploy and take responsibility for business continuity plans for the service.
- Provide management support to the other Senior Registrar and Registration and Coroner Support Services Manager, as and when required.

- Ensure that expected standards in public life are upheld personally and by staff within your team.

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| Resources | Staff | Manage a team of Registration staff of Registration Officers and Ceremony and Support Officers, based over all areas of the Registration Service. |
| | Finance | <p>Contributory responsibility for delivering service within budget and monitoring expenditure and income against forecasts and targets. They are to support the Registration and Coroners Support Service Manager on the income reconciliation of statutory and ceremony fees which amount to over 1 million pounds.</p> <p>Responsibility for delivering service within an agreed budget and allocating and monitoring spend against expenditure and responsible for audit and registration fees.</p> <p>Assist in audit and stock control (registration stock) under the guidance of the Registration and Coroner Support Services Manager / Superintendent Registrar and in line with established audit good practice and policy.</p> <p>Ensure online, telephone credit/debit card, cash and cheque payments are correctly attributed to accounts and services and are accounted for, secured and passed for banking.</p> |
| | Physical | <p>Overall responsibility for the service's resources including significant bodies of corporate data in line with Northumberland County Council's Information Governance policy, procedures and regulatory requirements.</p> <p>Careful use of allocated tools, equipment and facilities.</p> <p>Ensure compliance to registration law is observed and deal with any legal issues, responsible for data collection and prevention of fraud. Careful use of allocated tools, equipment and facilities. Also responsible for the quality and management of highly sensitive statistical data and records, ensuring the accuracy of records and returns are in line with statutory / legal obligations. Ensure the security of stock is always preserved.</p> |
| | Clients | Employees of the Council and other services of the council, members of the public, Councillors, funeral directors, NHS & Medical Examiners, coroners, government agencies including UKBA, GRO, IPS, DWP, Family Hubs. |
| Work Arrangements | | |
| Transport requirements: | | <p>Must be able to meet the transport requirement of the post</p> <p>5 days over 6 days a week service rota system applies. Weekend and bank holiday working is a requirement of the post. A minimum of 20 Saturdays will be worked in a year. Weekends and bank holidays on a rota basis to cover standby provision.</p> <p>The post holder may be required to attend work at short notice on occasions. Will be required to be on call outside normal operating hours</p> <p>Normally office based but with extensive travel to work sites across the County is a requirement of this post.</p> <p>Hybrid working is available.</p> |
| Working patterns: | | |
| Working conditions: | | |

PERSON SPECIFICATION

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| POST: Senior Registrar | SERVICE: Public Health Inequalities and Stronger Communities / Community Services / Registration Service | Ref: 4515 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <ul style="list-style-type: none"> ● Evidence of recent relevant management / supervisory experience. ● Good standard of general education to further education standard. ● Knowledge of relevant legislation, regulations, policies, procedures, trends and developments relevant to the role and Civil Registration. ● Understands the relationship between costs, quality, customer care and corporate performance. ● Thorough understanding of relevant legislation and requirements such as corporate manslaughter, health and safety, procurement, equalities and diversity, risk management etc. ● Knowledge of service specific processes and systems such as Registration On Line, Stopford Diary Systems and RAFTS. ● Understanding of Northumberland County Council's Corporate Plan 2023 - 2026 | <ul style="list-style-type: none"> ● Recognised professional qualification in Registration Law and Practice ● Degree or equivalent standard of education ● Relevant training or coaching qualification ● Post holders will be expected to undertake the National Assured Programme NVQ qualification for Registration Officers within 6 months of appointment to the service, if not held already. | (a), (i) |
| Experience | | |
| <ul style="list-style-type: none"> ● Experience of working within registration at a senior level. ● Comprehensive knowledge of relevant acts e.g. 1953 Births and Deaths Act, 1994 Marriage Act, 1906 Marriages with Foreigners Act, 1911 British Facilities Acts and others that may apply ● Experience and success in the management of change and of securing support of others in the process ● Experience in marketing and social media ● Experience in training and coaching ● Experience of using performance management to deliver and improve services and staff capabilities ● Work effectively with a range of people and all levels in order to achieve agreed objectives ● Experience of successful quality control to achieve statutory obligations ● Extensive use of information technology | <ul style="list-style-type: none"> ● Experience of dealing with both internal and external agencies ● Effective working with senior officers and support staff ● Experience of working with the general public in a front facing role ● Demonstrable evidence of providing visible, empowering and motivational leadership and fostering a positive organisational culture at a supervisory/management level. ● Demonstrable track record of leading and managing high performing teams and delivering outcomes. | (a), (i) |
| Skills and competencies | | |

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| <ul style="list-style-type: none"> • Ability to write informed and concise reports • Excellent communication, presentation and public speaking skills • Ability to analyse, interpret and present statistical information and make recommendations based on your analysis • Objective and rational approach to problem solving • Able to deal sensitivity with the public at very difficult times in their life • Effective planning and organisational skills, including the ability to plan work programmes and staff rotas over extended periods • Ability to support staff to achieve targets • Commitment to quality service delivery • Detail conscious • Committed to equal opportunities and anti-discriminatory practice • IT skills and awareness relating to service specific systems and processes. | <ul style="list-style-type: none"> • Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture. | (a), (i), (r), (p) |
| Physical, mental, emotional and environmental demands | | |
| <ul style="list-style-type: none"> • Variable working patterns with the need to stand for long periods • Required to walk, bend and carry items • Need to maintain general awareness with lengthy periods of enhanced concentration. Rota and planning of staff working structures are to be planned up to 3 months in advance. • Some contact with public/clients in dispute with the County Council and other agencies e.g. Immigration and General Register Office • Some exposure to working outdoors - conducting ceremonies outdoors will be a requirement of the post • Minimal exposure to working outdoors - conducting ceremonies outdoors will be a requirement of the post • On occasions will be required to attend hospitals to register events such as still-births where the child may still be with mother • Attend where directed at short notice to conduct/register a Registrar General's Licence (death bed wedding) | | (i), (r) |
| Motivation | | |
| <ul style="list-style-type: none"> • Self-motivated, adaptable and resourceful • Enthusiastic and positive attitude with the ability to think outside the box • Ability to motivate and manage others • Lead by example at all times | | (i)(r) |
| Other | | |
| <ul style="list-style-type: none"> • Clear and legible handwriting | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

