

## Delivery Lead – Registration North (Nuneaton & Rugby)

<b>Directorate: Service</b>	Business & Customer Services – Universal Services
<b>Accountable to:</b>	Tier 3 Service Manager - Universal Services
<b>Accountable for:</b>	£-440K and income target of £1.7m (Registration Service total) 25 headcount (10 FTE) (Nuneaton & Rugby only)
<b>Politically restricted post</b>	Not politically restricted
<b>Delivery teams:</b>	Nuneaton & Rugby Teams
<b>Job Title:</b>	Z422 Delivery Lead - Registration
<b>Grade:</b>	HAY 10

### Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section, and customers.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>To manage the Registration Service in Warwickshire, providing effective leadership, service planning, and performance management.</li> <li>Ensure that legal requirements, professional standards and a high level of customer care are maintained at all times by all registration staff. This includes a regular staff inspection role, the line management of registration staff and management of the peripatetic team.</li> <li>Ensure that the inspection and licensing of Licensed Venues for marriage and civil partnership ceremonies in the County is managed on an efficient basis.</li> <li>Fulfil statutory role of Additional Superintendent Registrar for Warwickshire, including acting as a registration practitioner.</li> <li>To represent the Proper Officer and Registration Service as required and provide advice to the Local Authority on registration matters.</li> </ul>
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>Reduction in unit cost position by better demand management year on year</li> <li>Reduction in the duplication of effort by developing more coordinated processes and procedures across registration activity across the organisation.</li> </ul>

## Delivery Lead – Registration North (Nuneaton & Rugby)

	<ul style="list-style-type: none"> <li>• Increase in professional development of Registration staff by improved talent management</li> <li>• Increase in resilience of customer experience – Universal Services (Registration) services supported by better resource management</li> <li>• Increase in use of customer feedback information across the organisation to drive business improvement and operational and service planning</li> <li>• Maintain Income generation in line with the MTFP 2025</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	Compliance with GRO guidelines and ensure statutory responsibilities are adhered to
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of the role of a statutory officer gained through extensive practical experience in a registration position</li> <li>• A broad and deep knowledge of all aspects of registration law and practice, including a practical and strategic understanding, reinforced by extensive practice in delivery of one or more registration services</li> <li>• Knowledge of the registration modernisation agenda, its strategic objectives, and the implementation challenges to be addressed.</li> <li>• Extensive knowledge and understanding of managing a distributed workforce to deliver appointment-based customer-facing services in a demand-led environment.</li> <li>• Confident understanding &amp; application of principles and procedures of how to manage a complex ceremony scheduling and appointments system for multiple services across multiple locations</li> <li>• Extensive knowledge and understanding of line managing and motivating individuals and developing teamwork across multiple geographical locations</li> </ul>
<b>Specific qualifications/and registration</b>	Educated to degree level or at least 5 years equivalent experience
<b>Budget responsibility</b>	£-440K and income target of £1.7m (Registration Service total)
<b>FTE responsibility (line management)</b>	10 FTE <ul style="list-style-type: none"> <li>• Senior Deputy Superintendent Registrar</li> <li>• Deputy Superintendent Registrar</li> <li>• Registration Assistants</li> <li>• Registrar Births, Deaths &amp; Ceremonies</li> </ul>
<b>Key stakeholder relationships</b>	Senior Leaders (SD/AD's) Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members

## Delivery Lead – Registration North (Nuneaton & Rugby)

	General Registration Office Coroner's Office Police
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### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"><li>• Deliver in year service plan (1 year)</li><li>• Effective contract and supplier management</li><li>• Meet budget, savings and income targets</li></ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"><li>• Statutory compliance</li><li>• Professional practice</li><li>• Procedure compliance</li></ul>

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"><li>• Deliver operational performance objectives</li><li>• Manage the workforce</li><li>• Deliver continuous improvement plans</li></ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

### Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"><li>• Workforce development</li><li>• Workforce planning</li></ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management

## Delivery Lead – Registration North (Nuneaton & Rugby)

- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 session throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"><li>• Monitors the service performance framework</li><li>• Effective service design</li></ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

## Delivery Lead – Registration North (Nuneaton & Rugby)

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...**the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...**the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...**providing services to our customers

