

**THIS IS THE
DIFFERENCE
YOU MAKE**



This is the difference you make, working at Warwickshire County Council.

REGISTRATION SERVICE RECRUITMENT PACK

Delivery Lead – Registration North (Nuneaton & Rugby)



Help shape the future of Warwickshire's Registration Service



Warwickshire's Registration Service is known for high standards and an innovative approach to service delivery. These are attributes that today's customers expect.

This role will be involved in the development of The Registration Services to meet the future needs of local communities.

We are looking for a candidate with strong leadership skills, with a particular focus on leading teams through uncertain times, a pro-active attitude, and the ability to work within an existing team structure.

This role will include budget responsibility ensuring the most effective use of council resources. We want to recruit a free-thinking, hard-working colleague who is ambitious for themselves and the service.

We want you to apply your knowledge and abilities in a place that matters to people and communities.

This is an exciting time to be part of the council and we'll give you the support and encouragement you need to succeed and help others around you.

We are seeking an applicant with the mindset and momentum to help drive our services forward. Our direction is clear - we're making Warwickshire the best it can be for everyone.

We know we must continuously improve to make this a reality and it's our people who will make it happen.

This is not a job for the faint-hearted - we need ideas, innovation, and impetus, as well as professional expertise.

If you are looking for a senior role in a cutting-edge service, to test your metal, read on



Delivery Lead - Registration North (Nuneaton & Rugby) Hay 10 (£46,064 - £51,948)

The role is for 37 hours each week (negotiable) on an Agile contract.

The Registration and Nationality Service is a key part of Warwickshire County Council's Universal Services, led by Ayub Khan, within Business and Customer Services, which is also comprised of Meet and Greet, Library and Information Services, Heritage and Culture, plus Communities and Partnership, all of which are instrumental in providing frontline services to the residents of Warwickshire.

The successful candidate will be responsible for a multi-million-pound budget and a large, dispersed workforce spread across two delivery teams: Nuneaton and Rugby Registration Offices.

You will need to work in Partnership with the Delivery Lead South (Warwick and Stratford) to ensure consistency of service delivery throughout Warwickshire. You will also be a member of the Universal Services Management Team.

The role will also involve working in partnership with our delivery Team Leaders to innovate our service delivery capabilities. You will support the Service Manager/Proper Officer in achieving our organisational vision, outcomes, and our statutory responsibilities.

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

Registration nationally is facing a period of significant change following the Law Commission Review of Marriage, published in July 2022, further modernisation is also planned in line with the government digital agenda. You will play a significant role in implementing any legislative change into the service as well as shaping and evolving the service to meet the changes.

Applicants will need to evidence business acumen, operational and people management skills, effective resource management and planning capabilities, organisational leadership and resilience, and the ability to undertake responsibility for performance, standards and statutory requirements.

We also want someone who can really exemplify Warwickshire's values and behaviours and bring our talented staff along with them.

[Read more about Warwickshire County Council's Corporate Plan](#) and [the wider benefits of working for Warwickshire](#)

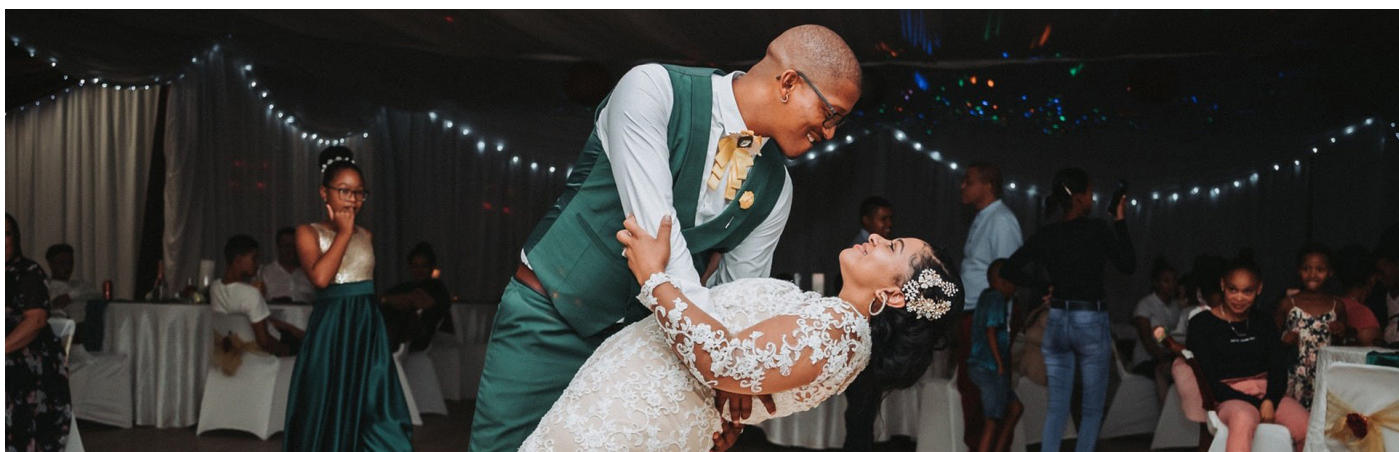
Interviews to take place in person on 5th January 2023

If you have any enquiries about the posts please contact:

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About Warwickshire

Warwickshire is a great place to live and work with plenty to do, see and enjoy. The county covers an area of around 760 square miles and has several large towns but no city.

However, Coventry - City of Culture in 2021 - is approximately 10 miles from Warwick, and Birmingham - hosts of the 2022 Commonwealth Games - is about 30 miles from the county town.

The University of Warwick is located on the southern edge of Coventry, a few miles from the Warwickshire town of Kenilworth.

Warwickshire is a green county (64% rural) with a rich history and culture - from the industrial heritage of the north to Shakespeare in the south. The county has one of the fastest-growing economies in the country.

The town of Royal Leamington Spa, in central Warwickshire, has been dubbed 'Silicon Spa' because of the number of computer games companies in the area. We have good schools, plenty of green public spaces, and a long list of world famous attractions including Warwick Castle, the Royal Shakespeare Theatre, and Compton

Verney Art Gallery. Being at the heart of the Midlands motorway network makes it is relatively easy to travel further afield.

About Warwickshire's Registration Service

Warwickshire Registration Service provides a statutory service for the registration of births, deaths, and stillbirths. We complete registrations of these life events taking place in Warwickshire.

We are responsible for the notices of marriage and civil partnership (civil preliminaries) for all Warwickshire residents not just for those marrying or forming a civil partnership in Warwickshire.

The service also maintains historical records of these life events providing copy certificates when requested.

We are also required to complete the registration of religious marriages that have taken place across the county.

We conduct around 2,600 civil ceremonies a year, in both our own venues and 90+ licensed venues approved by the Registration Service.





Working at Warwickshire County Council

Work with passion and purpose

At Warwickshire County Council, you'll improve the county and see just how much of a meaningful difference you make to its people.

Diversity is essential to our success, and everyone has a role to play to make Warwickshire the best it can be. It's a big responsibility that can be challenging at times, but this is what drives us to succeed and achieve.

If you're someone who is prepared to get stuck in, who wants to do the best job possible, who approaches everything with passion and purpose, then we want you to work for us.

You'll be able to apply your knowledge and abilities in a place that matters to people and communities. And simply put, you'll enjoy working here because of that.

Explore and further your career

Being responsible for the diverse needs of the county means there are a variety of opportunities for you.

The breadth of roles at Warwickshire County Council mean you can shape your own career, whether that's becoming the best at what you do, progressing with your strengths and ambition, or exploring interests in other areas within the council, you'll grow into who you want to be.

Develop the career you want. Learn different skills. There is nothing stopping you from going a long way here and personally contributing to the county's success.

We trust and empower you to build relationships, take responsibility and make decisions, whilst leading by example at all times. We are not rigid in how or where we work. We're flexible and know there are many ways to do a job well.

We understand that people work differently so we ensure that you can work and grow in a way that suits you.

Improve at every opportunity

We're proud of the care and service we deliver, but know that to progress, we too have to adapt. We're determined to bring new ideas to the table, alongside what we already do well.

Our direction is clear – we're making Warwickshire the best it can be for everyone. We know we have to continuously improve to make our direction a reality and it's our teams of dedicated people who will make this happen.

It's an exciting time to be a part of the council and we'll give you the support and encouragement you need to succeed and help others around you – because we know a job done well, is a job done together.

Photographs © Warwickshire County Council / Ani Evans

A YEAR IN WARWICKSHIRE REGISTRATION SERVICE: 2021-2022



5,095

Legal Notices of Marriage



Warwickshire
County Council



2,880

Ceremonies



5,427

Death Registrations

772

Citizenship
Ceremonies



6,827

Birth Registrations
(including Coventry Registrations)

Thank you, you made us feel at ease and explained every detail perfectly.

Very friendly. Made us feel very special on our special day.

We were treated with 100% respect and sympathy. Thank you.

Extremely welcoming, friendly and professional.