

Senior Deputy Superintendent Registrar (Tier 4b)

Directorate: Service area:	Business & Customer Services Customer Experience – Face to Face
Accountable to:	Registration Service Managers
Accountable for:	The peripatetic ceremony team
Politically restricted post	Not politically restricted
Delivery teams:	Warwickshire Registration Offices
Job Title:	Registration Team Manager / Senior Deputy Superintendent Registrar – R0246
Grade:	L Scp 26 - 28

Context

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

You will support the 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

Delivery responsibilities	<ul style="list-style-type: none"> • Support the Registration delivery leads in providing a service within the framework of the National Registration standards, ensuring all citizens have access to a high-quality registration service. • Manage and develop a team of ceremony registration staff on a day-to-day basis, ensuring sufficient staffing levels for service delivery. • Manage training and development of new office and ceremony staff, delivering structured formal training, effective communication, and continuous professional development. • Manage any day-to-day matters that arise in the offices, including any issues with the buildings. • Manage the technical appraisal system of ceremony staff, to ensure that ceremonies are delivered in accordance with statute, national standards and to Warwickshire County Council behaviours. • Undertake health and safety workplace inspections, ensure safety and security of the building and stock. Report any building faults and
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	<p>liaise with contractors to ensure works are completed efficiently and without a negative impact on service delivery.</p> <ul style="list-style-type: none"> • Planning, managing, and resourcing the ceremony programme to ensure a cost-effective delivery and to maximise business potential. • Checking and authorising monthly overtime and expenses claims for the ceremony team, addressing discrepancies where necessary. • Undertake out-of-hours support for registration staff and provide emergency cover on an agreed rota with service delivery leads. • Produce reports for delivery leads as required. • Complete the quarterly copy returns to the Registrar General. • Ensure adherence to the Data Protection Act and General Data Protection Regulations in accordance with Warwickshire County Council policies and procedures. • Maintain a working knowledge of registration handbooks, circulars, and instructions and to comply with legal requirements of the Office of National Statistics, statutory and discretionary service requirements. • Maintain a working knowledge of financial management systems used in the registration service including the electronic cashbook. • Ensure standardisation throughout all offices by undertaking regular Senior Deputy Superintendent Registrar meetings. • Conduct health and safety inspections of new sites/locations when required as a part of the booking process for non-statutory celebratory ceremonies, whilst ensuring the safety of registration staff is paramount. • When required represent Warwickshire Registration Service at meetings and events with internal and external organisations. • Other duties as requested by Registration delivery leads.
<p>Key business measures</p>	<ul style="list-style-type: none"> • Reduction in the duplication of effort by developing more coordinated processes and procedures across registration activity across the organisation. • Increase in use of customer feedback information across the organisation to drive business improvement and operational and service planning • Develop ideas and promote the registration service, prioritise the customer journey by ensuring the continuous development of new ceremony options for customers. • Complete the annual stock return and stock order to/from the Registrar General and have

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	responsibility for maintaining the levels of the secure stock and stationery.
Statutory responsibilities (if applicable)	Compliance with GRO guidelines and ensure statutory responsibilities are adhered to
Specific experience	<ul style="list-style-type: none"> • Knowledge of the role of a statutory officer gained through extensive practical experience in a registration position • A broad knowledge of all aspects of registration law and practice, including a practical and strategic understanding, reinforced by practice in delivery of one or more registration services • Extensive knowledge and understanding of managing a home-based workforce to deliver ceremonies in a demand-led environment. • Confident understanding & application of principles and procedures to manage complex ceremony scheduling.
Specific qualifications/and registration knowledge	Good standard of education. Literate and numerate. At least two years Registration experience.
Budget responsibility	N/A
FTE responsibility (line management)	To line manage the zero-hour ceremony team
Key stakeholder relationships	Delivery Leads Departmental colleagues Other council employees External partner organisations Members of the public Council Members General Registration Office Coroner's Office Medical Practitioners Police

Generic capabilities of the role

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

- Contribute to the operational planning of the service with the Delivery Leads
- Manage costs down, deliver savings and income targets (as applicable)

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

- 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"> • Deliver operational performance objectives • Manage the workforce • Deliver continuous improvement plans

- 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"> • Workforce development • Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Undertake annual technical appraisals with the team
- Manage and support teams through organisational change

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

- 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
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

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

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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



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

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

