

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		
Post Title: Registration Service Manager	Post No.:	Grade: K
Directorate: Governance	Division:	Section: Registrars
Version: 2 Date agreed:		Have JE markings been attached?
<p>Responsible to:</p> <p>Superintendent Registrar/Head of Registration, Immigration and Citizenship Services</p> <p>Responsible for:</p> <ul style="list-style-type: none"> • Principle Ceremonies Officer • Registration Statutory Officer • Registration & Ceremony Officer • Front of House Officer • Genealogist • Jointly responsible for the recruitment and management of the Sessional Officers (pool) with the Deputy Superintendent Registrar <p>DBS Required? Y</p> <p>If yes, Level of Check (Please delete where not applicable) Standard Check Enhanced Check Enhanced Check with Children’s Barred List Enhanced Check with Adults’ Barred List (Information on the level of check required is available here: Staff services > HR and workforce development > Recruitment & job vacancies > Recruitment checks > Disclosure and Barring Service Recruitment checks)</p> <p>Is the post politically restricted? N (Information on whether the post is politically restricted is available here: Staff services > HR and workforce development > People management > Conduct)</p> <p>Is a Travel Allowance Payable? N</p>		

Does this post attract an Essential Car User Allowance? N

MAIN PURPOSE OF THE JOB

1. To deputise for the Superintendent Registrar/Head of Registration, Immigration and Citizenship Services for Tower Hamlets and work closely with the Deputy Superintendent Registrar in this role.
2. To assist the Superintendent Registrar in the day-to-day running of a comprehensive registration service for the London Borough of Tower Hamlets, ensuring that all users of the service have equal access and are dealt with professionally.
3. To deputise for the Head of Registration, Immigration and Citizenship/Superintendent Registrar at meetings of Directorate and Senior Management duties, representing the Service at a Corporate level.
4. To deputise for the Head of Registration, Immigration and Citizenship/Superintendent Registrar to develop and promote the ongoing improvements in the delivery of the service, expanding the service, improving ease of access, customer care and developing links with other councils and partners organisations services.
5. To manage the performance of the Principal Ceremonies Officer, the Registration Statutory Officer, the Registration & Ceremonies Officer, the Front of House and Genealogist. To ensure all statutory duties and associated administrative responsibilities are undertaken according to statute.
6. Accounting for all payments made and received and banking on behalf of the Superintendent Registrar, in accordance with the Registrar General and Tower Hamlet's financial guidance. To raise and pay all invoices as required, ensuring payment timescales are met.
7. To be the driving force in the strategic development of the Registration Service and have operational management responsibility, supported by the Superintendent Registrar, to manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability, performance management and to improve processes and procedures which will enhance the positive reputation of the Registration Service.
8. Keep abreast of legislation and review and recommend changes to optimise working practices and staff training and career development and being responsible for leading and directing services delivered by the Tower Hamlets Register Office. This includes all statutory and non-statutory functions.
9. Ensure the Service has the necessary supplies, facilities and infrastructure in place to function at an optimal level.
10. To manage all aspects of ICT requirements including electronic diary.

11. To be responsible for all aspects of the group and individual Citizenship ceremonies and ensure ceremony gifts and stationery stock levels are monitored and available.
12. To lead on all aspects of the immigration services the Registration team offers and to liaise with the General Register Office/Home Office on any potential future non statutory immigration services to bring in extra income.
13. To source external venues and outstations to provide statutory services within the borough and other venues to hold Citizenship ceremonies.
14. To monitor monies received from Home Office relating to the ceremonies and ensure all monies accounted for.

DUTIES & RESPONSIBILITIES

1. To assist with the development of the service to improve delivery, incorporating new systems and methods.
2. To be on call when necessary to carry out ceremonies under Registrar General's Licence (commonly called "Deathbed" ceremonies).
3. To be on call when necessary to cover staff rotas to ensure necessary levels of service within the Register Office, Approved Venues and Out Stations, at all times.
4. To deputise for the Superintendent Registrar/Head of Registration, Immigration and Citizenship Services including at Corporate level (budget planning and management responsibilities etc).
5. To ensure compliance with relevant legislation, guidance and Tower Hamlets own policies and procedures.
6. To ensure office and officers are prepared at all times to meet demands of Service Delivery during core hours and Out of Hours.
7. To participate at management and staff team meetings contributing and resolving issues, dealing with staff development and conduct.
8. To perform any registration technical duties as delegated by the Superintendent Registrar or Proper Officer
9. To prepare Section 24 reports under the Immigration Act 2014, reporting sham marriages and civil partnerships, suspected immigration offences and suspected fraud (e.g. Housing Benefit, Council Tax etc.)
10. To represent and act on behalf of the Council at a local and national level, with the aim of developing and enhancing the reputation of Tower Hamlets Register Office.
11. Allocate work and assist with the management of the registration service. Assist with the supervision of the running of the services statutory and non-statutory functions.
12. Assist with the monitoring of the service standards in line with KPI's set out by the General Registrar and adhere to Council's policies and procedures.
13. Inspect and arrange for the indexing of deposited registers.
14. Responsible for making amendments to historic/current register entries for Adoptions, Corrections & Re-registrations and providing certified copies to GRO.
15. To assist in the responsibility of the signing of certified copies of certificates from current and historic registers (births/deaths/marriages)

16. To assist with improvements and continual development of the Council's Registration Statutory and Non-Statutory Services as a business and integrate it within the Council's framework.
17. To be one of the main key holders to the main vaults housing large quantities of blank certificates and any smaller safes housing the daily and weekly banking.
18. To be responsible for arranging training events for staff meetings and Information/Open Days within the Registration Service and at various Out Stations to promote the service. Setting up equipment, making provision for catering and providing transport of equipment and course materials as required. Circulating publicity both within the Register Office, on the Council Website and to both internal and external partners
19. To be responsible for banking in accordance with Finance directives on a daily basis.
20. To be responsible for the detecting and reporting fraudulent certificate applications to the General Register Office.
21. To be responsible for the effective training and legislative updates for the Principal Ceremonies Officer, the Registration Statutory Officer, the Registration & Ceremonies Officer, the Front of House and Genealogist. To undertake regular supervisions and one to one meetings with those staff, giving constructive feedback and encouraging staff development.
22. To be responsible for the electronic diary on behalf of the service and make any adjustments/improvements deemed necessary to keep the diary relevant and updated.
23. To be responsible for the Immigration and Citizenship services run by the Tower Hamlets Registration Service and all related functions in this area including staff recruitment and training.
24. To be responsible for the management of Tell Us Once reports, cascading updates from the Department of Work and Pensions and providing training to registration officers accordingly. To liaise with the Local Authority and DWP lead officers.
25. To be responsible for the preparation of all staff rotas (including weddings/ceremonies) ensuring necessary levels of service at all times.
26. To carry out managerial duties of staff including to supervise and undertake staff appraisals, recruitment, management of sickness and leave absences, PDRs, staff training and development and disciplinary action in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, HR Policies and Procedures, Health and Safety Policy etc.
27. To cascade new information/new knowledge gained when attending meetings and conferences when representing the Registration service.
28. To conduct or Register all Statutory and Non Statutory ceremonies including Citizenships and carry out/supervise preparations, co-ordinations and associated duties.
29. To deal with and monitor telephone, postal, electronic and other communications from personal callers, internal and external customers in a clear, helpful and sensitive manner at all times.

30. To develop and improve service delivery through benchmarking, feedback, surveys and visiting other authorities to ensure Tower Hamlets are providing best value of services delivered, incorporating new systems and methods wherever possible and to develop strategies and plans, in conjunction with the Superintendent Registrar, which will ensure the continued development of the service, including making the most of new opportunities which become available locally and nationally.
31. To ensure service staff absence is monitored and managed in line with Tower Hamlets policies and procedures.
32. To ensure targets and service delivery responsibilities are met at all times.
33. To ensure the Register Office is well maintained and fit for purpose by reporting and monitoring all repairs and maintenance, dealing with Facilities Management and any external consultants ensuring the building and grounds are maintained to a high standard.
34. To ensure the service is adequately stocked with non-secure supplies all times, ordering supplies and services whilst adhering to the Tower Hamlets' procurement procedures
35. To hold responsibility for Health & Safety for the Service including staff awareness, training and risk assessments etc. To ensure the Register Office building is fit for purpose of Service Delivery.
36. To lead and develop all Immigration and Citizenship services and ensure service delivery responsibilities are met at all times. This includes to provide cover for the delivery of these services and reporting to the Home Office as appropriate.
37. To monitor and support all staff within the service to have the necessary skills and knowledge to sustain high standards of customer care and service delivery at all times.
38. To oversee the production of certified certificates of Births, Deaths, Marriages and Civil Partnerships from current historical records, including searches from manual registers and computer indexes and verify accuracy and issue certificates accordingly as produced within the Genealogy department.
39. To promote the Service to external customers and other relevant stakeholders, developing effective publicity and guidance for various media including the web, appropriate to the varied community of Tower Hamlets and beyond.
40. To provide technical support, coaching and guidance to the team to improve the quality of the customer experience through consistent high quality service delivery.
41. To register, oversee and supervise the registration of Births, Deaths, Still Births, Marriages and Civil Partnerships and maintain, update and extract information from Registration Service systems in an accurate and timely manner according to Legislation, General Register Office and Tower Hamlets guidance.
42. To support the Superintendent Registrar in providing a positive customer focused service and where things have gone wrong, to undertake prompt investigations into customer complaints and prepare responses following the corporate complaints procedure

43. To work in partnership with the Home Office and GRO to gain new business opportunities for non-statutory services.

General Terms

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme. To engage and develop all staff in the team to ensure they have clear personal development plans.
- Ensure that all duties and responsibilities are discharged in accordance with the Council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.
- To ensure that the Council's overall vision, values and ethos are central to the requirements of the service in order to support effective working relationships and to act as an ambassador and advocate with all internal officers and external organisations.
- To co-ordinate and perform ceremonies including citizenships, marriages, civil partnership, naming, re-affirmations and any other new services or ceremonies as and when required to do at approved/licensed venues including weekends/bank holidays on a rota basis. Ensuring the seemly behavior of the parties and their guests; stopping those marriages/civil partnerships where an alleged impediment is said to exist or where either party is under duress or appears incapable of understanding the purpose of the marriage/civil partnership.
- To participate at management and staff team meetings, contributing and resolving issues, dealing with staff development and conduct. To report directly on a daily basis to the Superintendent Registrar
- To work together with the Deputy Superintendent Registrar to support the Superintendent Registrar/Head of Registration, Immigration and Citizenship services to build a service that meets customer expectations in a professional and efficient way.
- Responsible for arranging and sometimes delivering regular training sessions in relation to statutory and non-statutory services including an annual training session for sessional staff. Maintain training profiles and be jointly responsible for the development and delivery of all training plans.

SPECIAL TERMS AND CONSIDERATIONS

- To develop a clear understanding of who our customers are and listen to their needs and be willing to resolve their enquiries. Response

promptly and positively to customer requirements in a helpful and courteous manner.

- To endeavour to ensure customers are content with the level of service received and to promote customer surveys which will enable us to listen to and react to their needs, maintaining and improving our Service Delivery where ever possible.
- To keep abreast of professional developments, legislative changes and best practice, attending meetings and courses as appropriate and applying updated knowledge to present work programmes and sharing information gathered and providing training for staff.
- To operate and utilize information and communications technology as appropriate to the post's areas of responsibility and to assist with the identification and development of new ICT applications that would improve the efficiency of the service.
- To represent the Registration Service corporately.
- To work flexibly and efficiently as an individual and as a team member within the Registration Services, taking part in statutory weekday, voluntary weekend and Bank Holiday internal and external rotas with appropriate notice including working at Approved Venues, Outstations and other locations as required
- To ensure all duties are performed in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health and Safety Policy etc.
- To issue Burial Authorities outside standard office hours as and when required
- To assist with the recruitment and selection of staff. Dealing with all aspects of the PDRs for the Registrars, setting objectives and inputting all information onto the system. Complete sickness interviews/reviews and take appropriate action where necessary.
- Deal with line management duties relating to annual leave requests

This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

<p>Person Specification for the Post of</p> <p>Registration Service Manager</p>	<p>Essential (E) or Desirable (D) (if applicable)</p>	<p>Method of Assessment A= Application Form T= Test I= Interview</p>
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Knowledge	<ul style="list-style-type: none"> • In depth knowledge of the Registration and Marriage Acts and other associated legislation. • Good working knowledge of the Registration of Births and Deaths, marriages and Civil Partnerships handbooks. An understanding of the roles, needs and priorities of Local Authorities, external partners and local community in relation to registration issues. • An understanding of the roles, needs and priorities of Local Authorities, external partners and local community in relation to registration issues. 	E E E	A/I/T A/I/T A/I
Qualifications & Experience	<ul style="list-style-type: none"> • Option to take the Registrar General Certificate Qualification if desired. • Experience of managing a team in a service delivery environment. • Experience in working across different teams or departments to achieve a common goal. • Experience of working in a customer service setting preferably in the public sector. • Experience of working with a large audience. • Experience of checking the accuracy of documents quickly and effectively. • Experience of Registration and Local 	D E E D D E E	A/I A/I A/I A/I A/I A/I/T A/I

	<p>Authority Accounting procedures.</p> <ul style="list-style-type: none"> • IT literate in Word, Excel and PowerPoint and willing to undertake further training as required. • Experience of writing accessible reports and of effectively advising elected Members and senior officers. • Experience of working with spreadsheets. • Experience in planning, and managing complex workloads. 	<p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p>
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Living the TOWER Values sets out the essential behaviours required of all staff.

They are aligned to the organisation's five TOWER Values

<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<ul style="list-style-type: none"> • Ability to develop effective partnerships within the Council, with the private sector and other external agencies - both statutory and voluntary. • Able to participate effectively in a team-based setting, including case discussions and meetings • Able to establish positive working relationships, and work closely with elected Members, chief officers, external agencies, community groups and 		
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	individuals		
We are OPEN and transparent	<ul style="list-style-type: none"> • Clear verbal and written communication skills with the ability to communicate effectively with those to whom English is a second language. • Commitment to the principles and practice of equality and diversity in employment and service delivery • Ability to reflect diversity issues in their monitoring and evaluation work 		
We are WILLING to challenge, innovate and be accountable	<ul style="list-style-type: none"> • Willing to deliver coaching and training to other staff members, both pro-actively and re-actively • Willing to present complex issues clearly and concisely both orally and in writing and to develop appropriate promotional material. • Willing to pursue Continued professional development as defined by professional body • Committed to own learning and development • Able to share good practice and experience and learn from others. 		
We empower each other to be EXCELLENT and go the extra mile	<ul style="list-style-type: none"> • Have excellent organisational skills and be capable of managing and achieving numerous tasks confidentially and effectively within agreed deadlines and targets, whilst staying motivated and focused. • Ability to assess and focus on competing priority tasks being able to switch between tasks and adjust frequently changing priorities. 		

	<ul style="list-style-type: none"> • Ability to work without prompting and take the initiative to bring creative solutions to problems and work with a “can do” attitude to new ideas and ways of working. • Ability to look clearly at how the service is delivered, implement positive alternatives to improve services to achieve tasks and to benefit customers. 		
<p>We RESPECT all communities, they are the heart of everything we do</p>	<ul style="list-style-type: none"> • Have excellent customer care skills with the ability to deal tactfully and sensitively with customers. • Ability to be able to manage customers and staff expectations, especially when having to give constructive or unpopular feedback. • Ability to manage staff from a variety of backgrounds, with varied ways of working and to ensure they collectively achieve. 		
<p>Additional Requirements</p>	<ul style="list-style-type: none"> • Willingness to travel to various sites and locations. • Commitment and motivation is essential. • The postholder will have the option to take part in weekday extended, weekends and public holiday cover for ceremonies at Approved Venues and outstation rotas subject to notice. • To comply with the requirement to carry out a DBS check on this role 		

