



Role profile

Role title	Registration Hub Team Leader
Corporate directorate	Neighbourhoods
Service	Neighbourhoods and Public Protection
Grade	H
Reports to (role title)	Central Services Manager
Version	1
JE code	8631

Approving manager	Jo Wenborne
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Role purpose

The Registration Service is the public face of a legal system which provides a key role in the everyday functioning of civic society by recording life events of individuals; such as registering births, deaths, civil marriages and partnerships and citizenship; it therefore plays a vital role in securing and protecting basic human rights. The activities of the Registration Service also underpin and support the priorities of the Home Office in protection against terrorism, reducing crime and tackling immigration issues.

The role holder is a member of the Central Services Team which is the Registration and Celebratory Service Hub that co-ordinates and supports the work of the service across the County. The team is responsible for:

- The provision of high quality and comprehensive information, advice and booking service to customers which meets statutory, performance and customer requirements.
- The booking and allocation of registration appointments/declarations/inquests to offices across the county.
- Specialist registration administration including registered buildings and authorised persons.
- Ceremony event management ensuring all ceremony arrangements are managed and are in place prior to the event including citizenship ceremonies.
- Administration of the clergy returns /schedules system
- Issuing of post-event certificates.
- General Service administration including reception cover at headquarters.
- Embedding cultural and behavioural competencies.

The role holder will have a key part in contributing towards the achievement of these responsibilities through:

- Managing and monitoring a team of Registration Hub Advisors providing front-line advice and booking services to customers; ensuring high quality, consistent, customer focused outcomes.
- Ceremony event management.
- Rostering of Ceremony Registrars.
- Managing, allocating and/or processing all incoming customer demand and associated administrative duties.

The Service is developing a 'systems thinking' approach and the role holder is expected to work in accordance with the Service's main operating principles:

- We are all part of the same system with the same purpose.
- When we deliver our services we will always be mindful of learning about the end to end customer experience. In doing so we will design our services to:
 - Accommodate all customer shapes
 - Deliver what matters (and only that) for each customer
 - Reduce hand-offs and functionalism; the work will define roles rather than roles define the work
 - Eliminate work that adds no value (directly or indirectly) for the customer unless it is a legal or corporate requirement.
 - Keep decision making and accountability as close to our customers as possible.
 - Eliminate the need for unnecessary inspection by designing quality into our service.
- We expect individuals to take ownership of customers and their needs, whilst working to ensure the right knowledge and expertise is available for staff on demand.
- Registration involves teamwork – some people will be involved directly providing

the value work whilst others will support those providing the value work – providing staff are working on, or supporting the value work everybody plays an equally important part in the same system.

- Leaders and managers must take on leadership for change – we must have the courage to break with the tradition and trial new ways of working.
- We will work in a non-blame environment, developing shared learning across the organisation.
- We will measure whether we are meeting customer’s purpose and our capability and act on what we discover, rather than our opinion. Changes to the system will be made systemically.

Dimensions

Annual financial accountability

- Responsible for ensuring correct fees are charged to customers, collected and reconciled (approx. £1m/yr); overseeing the creation, update and storage of accurate financial customer records.

Management accountability

Nature of management

- Responsible for the full range of management duties for a team of Registration Hub Advisors, including the everyday demonstration, promotion and encouragement of a ‘systems-thinking’ management approach and Cornwall’s required behaviours.
- Assistance with staff induction and work familiarisation.

Number of staff managed

- Direct management of 4 staff (4FTE)

Other key statistics:

Approximately:

- 3000 ceremonies/year
- 4500 Notices of marriage appointments/yr
- 30,000 phones calls per year
- 450 Clergy representatives
- 2500 church marriages/yr
- 4000 archived certificates issued/yr.

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

- To personally demonstrate cultural and behavioural competence required for a modern progressive registration service; raising awareness with colleagues when behaviours are inappropriate.
- To lead and manage a team of Registration Hub Advisors (West or East) carrying out the full range of management duties.
- To ensure the Registration Hub (West or East) is sufficiently resourced at all times

to match the expected level of customer demand and administrative workload.

- To be accountable to the Central Services Manager for the monitoring and assurance that all processes, information and performance applicable to the team comply legal, Home Office, Cornwall Council and Service requirements.
- Ensuring correct fees are charged to customers, collected and reconciled; overseeing the creation, update and storage of accurate financial customer records.
- To support members of the team with complex enquiries using a coaching approach.
- To personally undertake case management of all ceremonies. This involves:
 - Checks to ensure all necessary legal preliminaries have been completed
 - Checks to ensure payment has been received
 - Rostering Ceremony Registrars (Celebrant) and Ceremony Registrars (Recording Officer) and handling amendments; ensuring every ceremony is resourced.
 - Chasing and resolving any outstanding ceremony actions.
- Accessing and processing national registration database daily tasks.
- Allocating inward declarations and inquests.
- Ensuring ceremony packs are created and sufficient stocks maintained.
- To monitor and manage the
- To deputise for the Central Services Manager as and when required.
- To occasionally cover in the Registration Hub at times of peak customer demand.
- To handle customer complaints and escalate as appropriate.
- To seek support for following through with, and resolving, complex customer enquiries that are outside current scope of knowledge in order to continually improve; assisting with the development of an effective workforce capable of meeting Service objectives.
- To assist in training of new team members and induction familiarisation of other registration staff.
- To work as a team in the constructive challenge of, and assist in, the continuous improvement of the system to improve customer outcomes.
- To represent the service and Council in a way that promotes its reputation in delivering high quality services.
- To keep the Central Services Manager informed of all issues which have implications for service development and performance.
- To be responsible for continuous professional self-development, participating in training, supervision and performance management processes as appropriate.
- Any other lesser or comparable duties as required.
- The role holder is a:
 - Deputy Registrar of Births, Deaths and Marriages
 - Deputy Superintendent Registrar
 - Civil Partnership Registrar
 - Civil Partnership Authorised Person

And is personally responsible for the performance of their duties as set out in the Registration, Marriage and Civil Partnership Acts and associated regulations and personally liable for any offences committed in respect of those duties.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with council policy and procedures.

Key objectives

- To personally demonstrate cultural and behavioural competence required for a modern progressive registration service; raising awareness with colleagues when behaviours are inappropriate.
- To complete all ceremony case management effectively and efficiently in a timely manner, including the rostering of staff.
- To process, complete and/or monitor all work tasks on RON.
- To allocate all inward declarations, inquests, re-registrations and other similar tasks in an effective and timely manner.
- To provide management support to the team that encourages self-help and development.
- To monitor performance of the team and implement improvements. Providing support in cases of poor staff performance, establishing clear time-limited targets for improved outcomes and clear consequences for non-achievement.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p>Interview and assessment</p>
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	<p>Interview and assessment</p>
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others 	<p>Interview and assessment</p>

<ul style="list-style-type: none"> You acknowledge errors, report them as appropriate and play your part in addressing them You appropriately challenge unhelpful behaviour You seek feedback and review your own contribution You are open to change and improvement You take responsibility for your development You are enthusiastic about and take pride in your work You act as an ambassador for the Council to our customers 	
<p>Engaging leadership</p> <p>You create a healthy and engaging working environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.</p> <ul style="list-style-type: none"> You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility You take opportunities to influence and contribute to strategic planning and development You help your team to understand how their work contributes to delivering the Customer Service Promise and what the Council is trying to achieve You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome You take time to understand the strengths of your team and you encourage and support their development You coach your team to fulfil their potential and recognise individual and team achievements <p>You identify and effectively address your responsibilities for customers, people, finance, performance and change management</p>	<p>Interview and assessment</p>

Knowledge, skills & experience	Recruitment and selection
Educated to A level or proven track record of equivalent ability	Application form
GCSE's (or equivalent) (Grade C/Level 4 or above) in English Language and Maths or equivalent ability evidenced from testing	Application form (or assessment)
OCR Level 2 Certificate in Text Processing (Business Professional) (or similar), or equivalent ability evidenced from testing	Application form (or assessment)
ILM Level 3 Certificate in Coaching (or similar)	Application form
Good understanding of systems-thinking approach	Interview
Commercial awareness in relation to income generation	Interview
Relevant and transferrable front-line experience of working:	Application form

<ul style="list-style-type: none"> • In a high volume customer demand led environment • With computerised systems • With minimal supervision. 	
Previous experience of supervisory management	Application form and /or interview
Proficient IT skills including database and CRM systems. To effectively use all MS Office applications when and where appropriate to task.	Application form and/or assessment
Excellent communication (written and oral) skills	Interview and/or assessment
Good interpersonal skills	Interview and/or assessment
Numerically competent	Assessment
Methodical approach, accurate and attentive to detail	Assessment
Ability to assimilate and summarise information rapidly	Assessment
Excellent workload organisation and time management skills	Interview and/or assessment
Ability to focus on customer delivery and solve problems creatively	Interview and/or assessment
Ability to use own initiative and work with minimal supervision whilst adhering to governance arrangements	Assessment
Flexible and high levels of personal resilience for working to busy workloads and deadlines within a dynamic environment	Interview and/or assessment
Positive, proactive, self-motivated and a strong work ethic	Interview and/or assessment

Other requirements	Recruitment and selection
Positive or growth mind-set, demonstrating willingness to: <ul style="list-style-type: none"> • Being challenged • Experiment with new ways of working and thinking • Participate in constructive debate and 360 degree feedback • Commit to continuous learning of self, others and the Service 	Interview and/or assessment
Cornwall Council's flexible working arrangements do not apply to this post.	Interview
Not disqualified from appointment by virtue of Regulation 5 of the Registration of Births, Deaths and Marriages Regulations 1968 (SI 1968/2049): <ul style="list-style-type: none"> • an un-discharged bankrupt and/or a person to whom a moratorium period under a Debt Relief Order applies, or who is the subject of a Debt Relief Restrictions Order or an interim Debt Relief Restrictions Order; • a person who is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of the council or of a committee of the council having duties in relation to the appointment of registration officers; • an officer or servant, other than the clerk or deputy clerk, 	Application form

<p>of a LA employed by them in the performance of duties relating to their functions as a burial authority;</p> <ul style="list-style-type: none"> • a person holding office as an authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends; • a minister of religion, a medical practitioner, a midwife, an undertaker or other person concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent the proper performance in person of the duties of the office for which he is a candidate; • Appointment as Registrar, if a Superintendent Registrar or a coroner. 	
<p>The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.</p>	Interview
<p>This position is subject to a criminal records disclosure check</p>	YES
<p>This is a politically restricted position</p>	NO