

Role Title	Registrar Team Leader/Deputy Superintendent Registrar
Job Family	Stronger Communities
Competency Level	Principal Manager
Pay Range / Scale	PO3
Purpose <p>The Registrars team leader is tasked with developing and managing the service efficiently, ensuring both quality and cost-effectiveness. They ensure compliance with relevant legislation, regulations, and policies while overseeing the registration processes for various life events such as births, deaths, marriages, civil partnerships, and citizenship. The role entails managing registration services in accordance with statutory (GRO) and council regulations, as well as assisting in registering marriages, civil partnerships, births, deaths, and stillbirths to ensure smooth service delivery. Additionally, they may conduct marriage, civil partnership, and citizenship ceremonies and serve as a deputy for the Superintendent Registrar as necessary. Responsible for the registration processes for various life events such as births, deaths, marriages, civil partnerships, and citizenship in a borough with a population of 278,400 (21 census) with a major hospital.</p>	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according to relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>

Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised; progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
--	--

Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>

Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	<p>Service / business plans reflect input.</p>
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	
Service Delivery	<p>Manage staff schedules and the diary system to ensure adequate availability of appointments and ceremonies, aligning with service benchmarks. Develop, review, and distribute service policies and procedures based on guidance from the General Register Office and Waltham Forest corporate protocols. Implement comprehensive performance monitoring, reporting on key indicators, income, and transactions to ensure compliance and best practices. Promote the service to external stakeholders through effective publicity and tailored literature. Collaborate with the Registration Service Manager to develop revenue-generating strategies and enhance services for Waltham Forest and beyond.</p>
Team Leadership	<p>Undertake regular supervisions and appraisals with staff, providing constructive feedback and encouraging staff development. Manage allocated staff, ensuring compliance with relevant legislation, guidance, and policies, taking necessary disciplinary action as required. Foster confidence and morale within the Registration Service, promoting good working relationships and a supportive team spirit. Provide technical support and guidance to improve customer service quality. Develop and maintain a structured training program for staff development.</p>
Manage Service Delivery:	<p>Manage Delivery of Ceremonies Service: Oversee marriage and civil partnership notices, ensuring timely exchanges with relevant offices. Conduct ceremonies in adherence to policies, reconcile finances, and be available for Registrar General's License ceremonies.</p> <p>Manage Delivery of Registering Life Events: Supervise secure stock usage, register life events accurately, and ensure compliance with regulations. Produce certificates, liaise with agencies, and maintain accurate documentation.</p> <p>Manage Delivery of Citizenship Ceremonies: Ensure smooth citizenship ceremonies, handle enquiries, and facilitate efficient paperwork processing in collaboration with the Home Office.</p>
Service management and customer care	<p>Customer Care: Understand and address customer needs promptly and courteously, ensuring adherence to council standards for high-quality service delivery.</p> <p>Service Management Responsibility: Act as deputy for the Registration Services Manager, overseeing registration quality assurance and managing overtime claims. Lead service improvement projects and contribute to developing customer engagement strategies while ensuring staff awareness of public protection and counter-fraud responsibilities.</p>
Other Duties	<p>Be available on weekends for staff escalations and issue resolution. Facilitate customer feedback surveys and deal with enquiries consistently. Handle complaints, ensure adequate stock levels, and organize work effectively. Propose improvements to services and maintain knowledge of relevant legislation and procedures. Ensure compliance with all council policies and procedures.</p> <p>Contribute to the wedding fare ensuring are scheduled and aware of their duties.</p>

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Indicative Qualifications
Degree or equivalent or vocational qualification in relevant subject or area Evidence of Continuous Professional Development
Resourcing
Budget Responsibilities: none Supervisory Responsibilities: 7 Registrars, sessional registrars and associated admin roles.

Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Comprehensive understanding of relevant legislation, regulations, processes, systems, procedures, standards, and operational practices within the Registration Service. • Demonstrated extensive experience in performance monitoring and devising quality improvement strategies. • Proven track record of managing and developing staff in a customer service setting with at least 2 years of experience. • Experience in handling confidential information with sensitivity. • Strong written and verbal communication skills, meticulous attention to detail, and neat handwriting. • Proficiency in Windows and Microsoft Office applications, including Word, Excel, Email, and Internet.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed