

Post Specification

Post Specification - Key Information

- **Post Title: Superintendent Registrar & Manager**
- **Date: March 2025**
- **Post Group Number: 6426**
- **Job Family: Regulation & Technical**
- **Job Family Role Profile: RT16**
- **Final Grade: Grade 16**

To be read in conjunction with the job family role profile.

Service Area Description

The Registration Service is a statutory service, and forms part of a range of legal but customer focused services, within Community Infrastructure, delivered at difficult and emotional periods in people's lives.

The Registration Service provides the front line and administrative functions for the registration of births and deaths, the legal preliminaries for marriage and civil partnership, the provision of certified copy certificates and management of citizenship ceremonies.

The service also conducts a range of other administrative and statutory functions on behalf of the General Register Office, the Home Office and Westmorland & Furness Council.

Purpose of this Post

- To lead, motivate and develop the countywide team in the delivery of the Registration Service in Cumbria, ensuring that the law is upheld, and any procedural and legislative requirements are met when carrying out all statutory and non-statutory registration duties.
- To ensure the effective and efficient delivery of the Registration Service across Cumbria.
- To undertake the statutory post of 'Superintendent Registrar' for the Cumbria registration district, interpreting and adhering to legislative and procedural requirements of the service and within budget.
- To support and contribute to the overall strategy and development of Council services in line with agreed targets and policies, and to undertake any roles and responsibilities commensurate with the position.

Key Job Specific Accountabilities

To lead and coordinate the day-to-day operations of the Registration Service and to ensure efficient and effective service delivery within agreed resources, and in-line with Council and Service Plans and relevant legislation.

To carry out any functions assigned to the post in accordance with the requirements of statutory regulations and legislation.

To ensure that the law is upheld and all legislative and procedural requirements are appropriately met when carrying out all statutory and non-statutory registration duties

To enable and advise on the effective provision of registration services, including:

- Provide expert advice on the legislation connected to the Registration Service
- Assist with the day-to-day operations of the service
- Ensure service points are effective and customer service standards met
- Support colleagues within the service, providing instruction and on-the-job training
- Facilitate effective communication between the registration service and wider council, and help promote effective working relationships

To develop and maintain staff rota arrangements, ensuring service continuity and efficiency across the county service

To contribute positively to the changing needs, and the overall effective and efficient operations of the registration service

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:**
 - Input in the preparation of budgets for the Registration Service
 - Day-to-day monitoring of the budget for the Registration Service
- **Staff Management Responsibilities:**
 - Line management of Registration Staff in Westmorland and Furness with input to the management of officers in Cumberland.
- **Other:**
 - To carry out any functions assigned to the post in accordance with the requirements of statutory regulations and legislation

Essential Criteria

Qualifications:

- A degree, NVQ Level 5, professional qualification or equivalent experience

Knowledge:

- Specific knowledge and understanding of the registration service, including knowledge of current issues and best practice and the legislative and policy framework associated with the GRO

Experience:

- Proven experience of leadership/management of services, preferably of a regulatory nature

Expertise:

- Excellent communication skills at all levels, able to persuade, negotiate, motivate a wide range of people across a broad geographical area
- Ability to deliver agreed outcomes consistently and to raise standards
- Ability to tackle difficult and sensitive issues, confronting others openly, honestly and constructively regarding performance

Job Working Circumstances

- **Emotional Demands:**
 - Dealing with service users and stakeholders, including resolving complex issues.
 - Monitoring and coaching staff
- **Physical Demands:**
 - N/A

- **Working Conditions:**

- Flexible approach to working hours and locations, including weekends and Public / Bank Holidays, as required
- Ability to travel independently to various locations in Cumbria
- To work as and when required, possibly at short notice, to meet the demands of the service