


Profile Title:	Registration Services Manager & Superintendent Registrar	 BARNSLEY Metropolitan Borough Council			
Reports to:	Head of Service Design & Compliance and the Proper Officer for the Registration Matters for Civil Registration				
Employee Management:	4 Managers Up to 12 employees and up to 20 casual ceremony employees	Grade:	10	Profile Ref:	44825
Purpose of the Post					
<p>The Superintendent Registrar is a statutory role. To lead Registration Services ensuring that all policies, standards and procedures are complied with using continual assessment, monitoring and reporting against key frameworks and legislation with a robust approach to conformance. Providing professional advice and guidance to the Proper Officer and Proper Officer's Representative.</p>					
Responsibilities					
<ul style="list-style-type: none"> Leads the requirements for the appropriate governance of Registration Services, ensuring clarity of statutory duties, goals and objectives are performed in accordance with legislation, regulations and instructions issued by the Registrar General. Ensures non-discriminatory behaviour and legal compliance. Provides organisational leadership and guidelines to promote the development and exploitation of specialist knowledge in the organisation. Manages individuals and teams, setting performance objectives and monitoring progress against agreed quality and performance criteria by initiating, developing and monitoring effective performance management processes. Leads by example, proactively building working relationships within the team and ensuring relationship challenges are addressed. Providing coaching and support, delegating responsibilities where possible, in order to achieve corporate objectives. Be accountable for the effective management and monitoring of the budget within the area of control (in line with financial regulations and contract procurement rules), maximising income and closely monitoring for fraud. To account for all fees paid into Registration Services and its reconciliation. To prepare the annual account of all fees are received and rendition to the Registrar General. Contribute to the development of service strategies, policies and delivery plans as a member of the extended Business Unit management team. Keep abreast of legislative changes within Registration Services; proactively disseminating relevant information to team members, colleagues, advising senior officers and customers. Horizon scan other Registration Service developments to enhance service improvement accordingly to satisfy internal and external customer demands. To ensure that marriage and civil partnership ceremonies are arranged and undertaken at the Register Office and other approved venues. Including, approval of buildings as venues for civil ceremonies and liaise with other business units and outside agencies to establish suitability and maintain a register. 					

- To take custody of and maintain completed registers of births, deaths, and marriages and to compile and maintain annual indexes for all registrations made within the borough, ensuring searches in indexes and copy certificates are issued from deposited registers.
- To ensure all legal processes are completed accurately for the registration of births, deaths, civil and religious marriages, civil partnership, conversions, certificate production, non-statutory and citizenship ceremonies and to ensure the successful delivery of all ceremonies which take place in the borough is achieved.
- To be accountable for the maintenance of secure stock levels, its issue and control, being directly accountable to the Registrar General for its proper use, safety and security, ordering replacement stock as required and maintaining accurate records for audit purposes.
- To identify, develop and implement Health & Safety systems including business continuity plans and provide direct support when emergency measures are implemented for the Council.

Education and Training	Measure	Rank
<ul style="list-style-type: none"> • Level 6 qualification OR Equivalent Experience* • Leadership and management training • Willingness to undertake the IOSH Managing Safely course • Willingness to undertake the Council's internal leadership programme 	A/C	E
	A/C	E
	A	E
	A	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> • *Experience of working within Registration Services and delivering excellent customer service. 	A/I	E
<ul style="list-style-type: none"> • Evidence of establishing policies for compliance with the organisation's obligations in relation to Registration Services (including legislation, regulatory and agreed standards) and contact for relevant regulatory authorities and maintaining relationships with those external parties. 	A/I	E
<ul style="list-style-type: none"> • Experience in facilitating audits and research to ensure appropriate attainment levels for governance are established and ensure that standards are set in accordance with national standards. 	A/I	E
<ul style="list-style-type: none"> • *Experience of managing individuals and teams (inc. virtual), setting performance objectives, monitoring progress against agreed quality and performance criteria and leading on formal processes. 	A/I	E
<ul style="list-style-type: none"> • Experience of successful budget management and forecasting and undertaking comprehensive financial evaluations. 	A/I	E
<ul style="list-style-type: none"> • Proven experience of producing, managing and reporting on comprehensive performance statistics and KPIs. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • *Comprehensive knowledge of legislative, statutory, internal or external regulations and policies in relation to Registration practices. 	A/I	E
<ul style="list-style-type: none"> • Comprehensive knowledge of the registration of buildings for worship and the solemnisation of marriage, certification of religious buildings for civil partnerships and the licensing of Approved premises. 	A/I	E

<ul style="list-style-type: none"> • *Knowledge of organisational leadership and guidelines to promote the development and exploitation of specialist knowledge in the service and implement continuous service improvement. 	A/I	E
<ul style="list-style-type: none"> • Good understanding of the responsibilities required to lead, manage and set direction for Registration Services. 	A/I	E
<ul style="list-style-type: none"> • Broad understanding of undertaking reviews to ensure management decision-making is transparent. 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Proven exceptional organisation, flexibility, problem solving and time management skills with the ability to work under pressure, be self-motivated and use own initiative to effectively direct resources and resolve issues. 	A/I	E
<ul style="list-style-type: none"> • Strong ability to lead by example, build working relationships within a team, address challenges, provide coaching and delegate with clear instruction. 	A/I	E
<ul style="list-style-type: none"> • Excellent interpersonal skills, including the ability to influence decision makers and resolve conflicts with members of the public, other employees and external organisations by maintaining a calm, polite and professional manner with a diverse range of people in often sensitive situations. 	A/I	E
<ul style="list-style-type: none"> • Ability to work at a senior level within the Business Unit, wider organisation and partnership arrangements, occasionally in areas of tension and conflict. 	A/I	E
<ul style="list-style-type: none"> • Ability to work under pressure and manage conflicting demands, handling difficult situations and reconciling conflicting situations. 	A/I	E
<ul style="list-style-type: none"> • Good numeracy and literacy skills, with neat and accurate handwriting and attention to grammatical detail. 	T	E
<ul style="list-style-type: none"> • Excellent customer service skills and good listening skills, with the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work agile and flexibly, in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> • Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post. 	A/I	E

If you do not hold a level 6 qualification then you must be able to demonstrate all criteria marked with an * to demonstrate comparative experience.

If you do hold a level 6 qualification, it is not necessary to demonstrate that you can meet the criteria marked with an *.