

## ROLE PROFILE

<b>Job family</b>		<b>Manager</b>	<b>Role profile number</b>	<b>MA13-2635</b>	<b>Grade M</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience such as the Wiltshire Leadership Programme Level 2
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Registration Area Manager
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<b>Role profile family:</b>	Manager	
<b>Role profile number and grade:</b>	MA13-2635	Grade M
<b>Number of posts:</b>	1	
<b>Number of staff managed:</b>	Up to 45	
<b>Service/Team:</b>	Registration Service	
<b>Reports to:</b>	Head of Executive Office and Registration Service	

### Job Family overview

#### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades, full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective and motivated.
- Work is effectively delegated and delivered to the required standards.
- Appraisals are undertaken for all staff within the team.
- Effective team meetings and one-to-one meetings take place regularly.
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

### Service / function Context

The Registration Service provides a statutory service for the registration of births and deaths, the attesting of the legal notice of marriage and civil partnership, the registering of marriages and civil partnerships, the custody of historic registers for births, deaths and marriages and the issue of copy certificates from these registers. It includes citizenship ceremonies and discretionary services including proof of life, and naming and renewal of vows ceremonies.

The service covers the whole of Wiltshire through registration offices in Chippenham and Salisbury, Devizes outstation and the Register Office in Trowbridge. Our officers also attend ceremonies in approved civil venues, religious buildings and hospitals or other places in exceptional circumstances.

The Registration Service is managed by the Superintendent Registrar and is part of the Executive Office.

### Job Purpose

The Area Manager provides strategic, tactical and operational day-to-day leadership of the county's specialist and technical area teams. Depending on skills, experience and qualifications this may be office-based Registration Officers or those who conduct Ceremonies.

At all times – and in alignment with General Register Office GRO requirements – the Area Manager will lead the residents of Wiltshire in accessing the services they require in a way that is right for them.

Working with the other managers within the Registration Service, the Area Manager has the primary responsibility for the service's people resources and will be expected to quickly assess the needs of the business – which can be prone to rapidly change – and also plan for the future needs of this successful team and Wiltshire's needs. This includes preserving and improving income generation, as well as controlling budget expenditure.

In alignment with the Council's identity, the post holder will ensure that the service always delivers a performance that is over and above statutory requirements, is a case study of value for money and financial efficiency in the public sector.

Specific duties include:

- Providing the Head of Service and Superintendent Registrar with strategic guidance and operational oversight of Wiltshire Council's registrations services, ensuring compliance with GRO standards and the overall objectives and ambitions of the County's services.
- Management of Registration Officers, actively leading and providing a high standard of management and clear motivational leadership in accordance with corporate policies, vision and core values of the council. To include responsibility and accountability for recruitment and selection, learning and development, the setting of clear targets, monitoring and review of performance, regular team meetings, succession planning and dealing with disciplinary matters.
- Research information and sectoral insights that are relevant for the development of registration teams and their services.
- Prepare and present relevant proposals and documentation for senior management, including the Proper Officer and Chief Executive, which highlights new information and recommends solutions to help develop the registration 'offer', ensuring the service remains competitive and attractive to customers.
- Develop strong working relationships with multi-agency partners to understand the challenges and opportunities facing the nation's registration services.
- Provide project co-ordination and develop multi-agency engagement at potentially local, regional, and national levels, including effective information sharing and representation.
- Develop and execute cultural initiatives to improve the experience of all the workforce to drive engagement and make the council's registration service a better place to work.
- Work with the Head of Service and the Superintendent Registrar to create and then lead the delivery of the workforce strategy, aligned to Our Identity and wider organisational priorities.
- Support and manage the day-to-day running of the county's area offices, in relation to:

- Health and safety
  - Fire regulation
  - Security of stock
  - Operation of telephone and computer systems
  - Electronic diary management
- Proactively manage staffing issues and ensure there are sufficient numbers of trained staff on duty at all times; arrange emergency cover for sickness or training absences.
- Monitor appointments, ensuring they are managed effectively to meet legal timeframes, manage any backlogs/delays effectively.
- Manage all processes relating to the reconciliation and banking of registration fees in line with the GRO and council's accounting procedures.
- Use statistics, electronic diary reports, customer surveys and daily observations of the service to identify good practice and highlight problem areas and provide recommendations to the Head of Service and Superintendent Registrar to deliver solutions which enhance the quality and efficiency of registration services.
- Review procedures, using systems thinking processes, to achieve lean and efficient systems providing a service to our customers which is fit for purpose.
- Holds overall responsibility for secure processes relating to stock control – including overseeing annual stock returns.
- Be aware of, plan for and support implementation of legislative changes.
- Assist the Head of Service to manage the income and expenditure budgets in accordance with Wiltshire Council budgetary controls, ensuring that management of resources is effective, all relevant processes are complied with and that income targets are consistently met.
- As a member of the management team, we contribute to the development of the service ensuring that it is at all times fit for purposes. Identify areas for improvement, innovative solutions and implement new initiatives and contribute to work groups tasked with the development of the service.
- Manage complex and escalated enquiries from the public face to face which could be contentious and challenging in nature; by telephone, letter or email and provide information, advice, guidance, and direction to registration officers.
- To ensure corrections and annotations are completed in current registers. To check quarterly copies of birth, death and marriage entries, within the timeframe set by the GRO, to the standard set by GRO and the service and provide feedback to colleagues on corrections or developments needed.
- To provide managerial cover and advice in the absence of the Superintendent Registrar and to undertake any other duties relating to the post as may be required by the Head of the Executive Office and Registration service.

Specific requirements for this post:

- You are required to work flexibly across the County's Registration Offices: Chippenham, Trowbridge and Salisbury. The 'base office' will be determined on the post holder's home location.
- Weekend working – During peak wedding season (typically May to September), you will be required to work Saturdays and be visible and available to staff carrying out ceremony duties and to provide advice, guidance and support, and cover in an extreme emergency. Time off in lieu will be given to reflect this and a working pattern determined with the post holder to support this (for example only: Sunday and Mondays off in peak wedding season).

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- A clear vision and enthusiasm for a modern, dynamic and successful Registration Service.
- Degree or equivalent in a relevant subject (for example: business, management, law, accounting, economics, public policy) or significant and evidenced experience.
- Expert knowledge of relevant policy, professional guidelines, legislation and a good understanding of emerging developments in registration.
- Proven commercial acumen.
- An experienced leader, with proven experience of managing dispersed teams in multiple office locations.
- Proven experience of managing, motivating, and developing a diverse team of staff
- Proven experience of effectively managing a busy and customer-facing office environment.
- Experience of managing a budget and petty cash in compliance with procedures.
- Strong numerical skills – with the ability to compile statistics and complete numerical returns.
- Able to deal, tactfully and sensitively, with people at all levels.
- Excellent IT skills with recent and comprehensive experience of Microsoft Office including outlook, word processing, spreadsheets and data input, email and internet usage.
- Demonstrable commitment to providing excellent customer care.
- Excellent verbal and written communication skills, fluent in English with clear legible handwriting and a confident public speaker.
- Excellent organisational skills with ability to prioritise and delegate effectively and appropriately.
- Able to manage conflict and difficult situations calmly and confidently and negotiate successful outcomes.
- Ability to think innovatively, present solutions clearly and gain agreement.

- Experience of developing, managing and implementing change and improvements.
- Demonstrates a high level of accuracy and ability to closely follow procedures.
- Flexibility with regards to tasks and approach - able to adapt to different situation and manage stress.

## Desirable

- Experienced and highly skilled registration practitioner able to work to the very highest standards of technical ability and customer care.
- Registrar General's Certificate plus significant post-qualification experience;
- NAP qualified

## Driving classification

### Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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### Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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### Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

## Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

## Political restriction



This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>