

Job Description

Job Title	Registration Service Coordinator
Directorate	City Law & Governance
Service Area	Legal
Grade	7
Competency Level	2
Salary	£38,223 - £43,421
Job Type	Office Based
Location	Register Offer/Citywide
Disclosure and barring service (DBS)	Basic DBS and Baseline Personnel Security Standard (BPSS)
Job Evaluation Ref No	

Job Purpose

To provide a first class professional Registration Service for Liverpool which meets fully the needs of its customers.

To manage the day to day operation of the Registration Service in Liverpool, to include compliance with all statutory obligations, adherence to the vision and aims of Liverpool City Council and the efficient operation of a busy, customer facing, high profile and cost sensitive business unit.

Directly Responsible For:

The day to day working practices, professional development and technical management of up to 50 Registration Services staff.

Directly Responsible To:

Head of Registration Services/Superintendent Registrar

Main Areas of Responsibility:

Duties, which vary considerably, will include any or all of the needs to:

- attest, enter and publish notices of marriage or civil partnerships, making any necessary arrangements for subsequent ceremonies, issue schedules for marriage and civil partnerships and conduct ceremonies at the Register Office, at the residences of housebound and detained persons and at other approved premises within the City Council area;
- report directly to the Home Office any marriage or civil partnership that has potentially been entered into to evade immigration control;
- index and maintain proper custody of all registers of Births, Deaths and Marriages deposited with the Register Office;
- oversee all processes governing corrections or amendments to deposited registers;
- develop and maintain of database containing scanned images of register entries including quality assessment of certificate production using images;
- develop and maintain database of register indexes including supervision of input and periodic release of data to website;
- complete, check, authorise and submit any statistical returns, reports or other information required by the City Council, Registrar General, Home Office or any other statutory body;

- examine and authorise premises for use for the range of ceremonies offered through the Registration Service;
- organise and perform a range of non statutory ceremonies;
- check and manage the accuracy and statutory compliance of the work of other staff;
- account to the Registration Services Manager for all fees received and for any stocks of statutory or other forms or certificates;
- perform monthly stock check of Superintendent Registrar certificate stock and prepare annual certificate order;
- lead and motivate Registration Services staff to achieve a high quality customer focused service which effectively and efficiently meets the needs of service users;
- manage and control expenditure within defined, allocated budget limits;
- direct line management of staff within team implementing all requirements of current LCC process and policy
- Adherence to and promotion of national Public Protection and Counter Fraud policy
- Adherence to principles of Data Protection Act ensuring compliance with Registration specific legislative requirements
- workload allocation and prioritisation for ceremonies team, supplementary team, certificate production, reception and weekend teams ensuring compliance with customer service standards and performance indicators including preparation of weekly rotas;
- train and encourage staff to expand their knowledge and to play an active part in developing and improving the services offered, both in customer contact and financial terms;
- annual performance appraisal of relevant team members linked to Register Office Business Plan and overall organisational objectives;
- improve public accessibility and expand the use of Information Technology systems and practices;

- monitoring and development of new online digital systems
- train and encourage staff to expand their knowledge and to play an active part in developing and improving the services offered;
- remain fully conversant with all databases and other IT applications in use and undergo refresher courses or training for new elements as necessary;
- liaison with Family History Groups;
- manage and promote the marketing and publication of all services via brochures, the media and the internet;
- work with internal and external marketing and publicity organisations and local suppliers and providers;
- actively seek to extend or enhance revenue streams and broaden market appeal and use;
- develop and maintain partnership working with all appropriate external organisations.
- monitor and respond to customer comments, compliments or complaints;
- production of periodic statistical returns to Registration Service Manager.
- assist in opening and closing the building
- weekly staff allocation to all areas within the service to ensure all statutory timescales are met and ceremonies attended
- Reallocation and reprioritisation of resource to respond to unforeseen circumstance or customer demand

Registration Service Co-ordinators will work in all areas of registration, training other staff and, where necessary in emergency, will complete birth, death or marriage registrations. They will coach, train, support and encourage all staff to attain and maintain the high standards of registration expected by service users.

Postholders will be responsible for all HR requirements including, but not limited to, sickness and attendance recording and monitoring, disciplinary investigations, recruitment, annual leave quotas and approval.

In addition, all aspects of the management of ongoing and future ad hoc projects with an emphasis on ICT development to support the delivery of a modern front facing customer service. This will include working with internal and external partners and stakeholders to deliver timely and successful outcomes.

Duties will vary across the Registration Service Co-ordinator posts, some with greater emphasis on the legislative requirements of the work, others on the management and development.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.
- Explores different options for funding and income generation.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- The work includes travel to various ceremony venues and lengthy periods of standing for the conduct of ceremonies.
- Many venues are located within the city centre. There is a requirement to attend multiple ceremonies in one day. Travel between city centre venues can only be achieved on foot.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Hours of Work

Standard hours of work are 35 hours per week including 1 Saturday on a 4 week rota.

Summer Hours - 1 April – 31 October

- Weeks 1-3 Monday-Friday 9am-5pm
- Week 4 Tuesday, Thursday, Friday 9am-5pm, Wednesday 9am-4.30pm and Saturday 10am-6pm

Winter hours – 1 November – 31 March

- Weeks 1-3 Monday-Friday 9am-5pm
- Week 4 Tuesday - Friday 8.45am-5pm, and Saturday 12 noon-4pm

All weekend allowances and overtime payments will be made in line with current Liverpool City Council policies no contractual right to work any minimum level of overtime hours.

From time to time you may be required to work on Sundays or Bank Holidays.

Payment will be made in accordance with current Liverpool City Council policies and procedures.

Working hours flexibility and personal time management are essential requirements in the work of a Registration Service Coordinator.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Experience and knowledge of Birth, Death, Marriage and Civil Partnership Legislation linked to an understanding of current and planned legislation/government policy pertaining to the Registration Service (I,A)
- Proven successful operational management background within the Registration Service or customer facing front line service with the emphasis on consistent service delivery and adherence to statutory deadlines (I,A)

Desirable

- Driving Licence and access to a car insured for business use

Experience

Essential

- Demonstrable understanding of Public Protection and Counter Fraud polices and the legislative requirements of the Data Protection Act specifically in relation information held by the Register Office (I,A)
- Trained in public speaking, with experience of delivering marriage, civil partnership or citizenship ceremonies (I,A,P)

- Experience of identifying and implementing IT solutions (I,A)
- Proven management experience including staff supervision and development, training and appraisal (I,A)
- Proven record of cash handling, accounting, compilation and interpretation of statistics with an understanding of security stock recording and storage (I,A)

Skills/Abilities

Essential

- Able to communicate effectively, verbally and in writing, in a mature, professional and tactful manner with customers experiencing heightened emotions whilst maintaining strictest confidentiality (I,A)
- Excellent organisational skills, prepared to identify, challenge, implement, assess and review different methods of working (I,A)
- Accustomed to dealing with members of the public whose first language may not be English (I,A)
- Able to spell accurately with clear, neat and accurate handwriting and well developed practical report writing skills (I,A)
- Used to working directly with the public and maintaining confidentiality (I,A)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Be willing to undergo training required by the Registrar General, Home Office, DWP or Liverpool City Council relevant to duties outlined in job description

- A personal commitment to the provision of a premier Registration Service for the people of Liverpool

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

Registration Service Co-ordinators must:

- be fully flexible to adapt to changing and developing workloads
- place the customer at the heart of all our services
- provide a quality service to meet customer needs
- undertake any rota working required
- undergo any necessary training