# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Ceremonies Team Leader

# Department: Communities, Economy and Transport

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 10

# Responsible to: Ceremonies Manager

# Responsible for: Ceremonies Registrars

# Purpose of the Role:

East Sussex Registration is a dynamic and busy team delivering key services to the entire community. Every year across our Register Offices around the county we register thousands of births and deaths, as well as conducting thousands of weddings and civil partnerships. We also facilitate Citizenship Ceremonies for hundreds of people and reproduce tens of thousands of certificates from our historic archives dating back to 1837. People come to us at major events in their lives and count on us to deliver what they need, so our teams make a big impact on local communities and services. Our service is used by the residents of, and visitors to, East Sussex.

The Role of Ceremonies Team Leader is to lead by example. They represent a positive role model in the management and oversight of the effective and compliant provision of all ceremonial activity within our Register Offices and at Approved Marriage Premises across the county. Line managing the Ceremonies Registrars they oversee marriages, civil partnerships, citizenship ceremonies and non-statutory ceremonies. Ceremonies Team Leaders have responsibility for the day-to-day relationship management with Approved Marriage Premises, and are also an integral part of the Operational Management Team (OMT) influencing the progression and development of the whole Registration Service.

A Ceremonies Team Leader’s typical day could include:

* Enhancing customer service excellence
* Operational management of all ceremonies, including supervision of staff
* Working in partnership with internal and external stakeholders
* Management of, and safeguarding the security of, certificates
* Working with the Strategic Management Team (SMT)
* Overseeing income generation streams, process improvement, ceremony delivery enhancements
* Responsibility for hosting meetings, professional training, technical assessments and group forums for Ceremonies Registrars

The postholder must be resilient, self-motivated, highly organised and demonstrate a high level of emotional intelligence and accuracy.

Occasional weekend working is required for this role and due to the nature of the work a regular presence in the office is required.

# Key tasks:

1. Responsible for holding a caseload; provide advice on policy, legal and regulatory issues and produce records of actions taken in respect of cases and record outcomes and decisions.
2. Responsible for supporting clients and/or other members of the team with more complex enquiries, appeal procedures and escalations.
3. Maintain knowledge of relevant legislation and professional area and provide advice on legal and regulatory issues, including interpretation of local policy.
4. Provide professional advice and information in relation to the service area to internal and/or external customers including the production of written advice for the intranet, internet or external publications as required.
5. Deputise for the line manager as required, including attendance at external meetings.
6. Responsible for responding to complaints from customers, following local procedures for handling complaints.
7. Support the development of local policies, procedures, systems and guidance in response to changes in legislation and best practice.
8. Review the service provision and make recommendations for improvement to local systems, take a lead on implementing changes.
9. Assist with the monitoring and/or reconciliation of local budgets so budgets are used appropriately and effectively, maintaining records to account for spending and administer transactional financial processes in line with Council standards.
10. Plan and organise programmes of work including allocation of work to other members of the team, having regard to the effective use of resources and safe working practices.
11. Provide management data and reports to the Managers and to the Senior Management Team
12. Line manage, co-ordinate and/or and supervise staff to ensure the delivery of services which respond to local needs. Ensure that Council policies are met, staff wellbeing is maintained and staff performance continuously improves. This includes undertaking one to one’s, maximising Performance discussions and providing support with identifying training and development needs for staff and addressing any delivery or performance concerns.
13. Regularly provide training on a specialist subject to all staff in the department.
14. Be a local subject matter expert in a specific technical area. Responsible for holding a more complex caseload in a specialist area, providing support and guidance on this specialist area to other members of the team and updating local policies as required.

# PERSON SPECIFICATION

# Essential education and qualifications

1. [QCF Level 2](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) Maths and English qualifications, or able to demonstrate competency in these areas.

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Must not be disqualified by the conditions defined in section 5 of [The Registration of Births, Deaths and Marriages Regulations.](https://www.legislation.gov.uk/uksi/1968/2049/regulation/5/made)
2. Developed ICT skills, including ability to accurately input and check computer data
3. Ability to organise own and others workloads to meet deadlines and to deal with conflicting demands
4. Able to use own initiative to solve problems, improve processes, and welcome change
5. Ability to communicate effectively with a range of customers using tact, diplomacy and negotiation skills
6. Ability to collate and analyse data and undertake research showing attention to detail and a high level of accuracy
7. Ability to solve complex problems and develop solutions
8. Coaching and mentoring skills
9. Demonstrate the ability to lead and motivate staff
10. Ability to converse at ease with customers and provide advice in accurate written and spoken English
11. Ability to work in a team.
12. Knowledge of Microsoft Office (in particular Outlook, Word, Excel and Powerpoint) and competent use of the internet
13. Developed knowledge of the services provided by the directorate, statutory duties of the service and best practice in the specialist field
14. Developed knowledge of the area of specialism the team is responsible for, including a broad technical knowledge
15. Budget planning and monitoring principles and processes
16. Significant customer service experience
17. Problem solving and innovation
18. Strong customer service ethos
19. Ability to remain calm under pressure including the confidence to take control of a difficult situation
20. Interpersonal skills and emotional intelligence
21. Awareness of, and commitment to, equality and diversity
22. Ability to deal with sensitive information and maintain confidentiality
23. An understanding of collective responsibility within a management team
24. A commitment to continuous professional development, driven by the individual
25. Public speaking skills for the effective delivery of civil ceremonies
26. Full driving license or demonstrate how to meet the travelling needs of the role

**Desirable key skills, abilities, knowledge, experience, values and behaviours**

1. Registrar General’s Nationally Accredited Programme for Registration Officers (NAP) qualification

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | Yes |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |