# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Team Manager – Registration

# Department: Communities, Economy and Transport

# Grade: [Local Managerial Grade 2](https://new.eastsussex.gov.uk/jobs/benefits/local-managerial-grades)

# Responsible to: Head of Customer, Libraries and Registration

# Responsible for: Registration Service

# Purpose of the Role:

East Sussex Registration is a busy frontline 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 team make a big impact on local communities and services. Our service is used by the residents of, and visitors to, East Sussex.

Leading the Registration Service, you will be responsible for driving standards in the delivery of the service. You will have experience of leading and motivating staff, operational planning, and developing a positive workplace culture, focused on performance, learning and improvement. The role does not require you to have a background in the Registration Service, however, you will be required to quickly understand registration law and practice.

The postholder will be responsible for the day-to-day management of the service. You will be visible and hands-on in supporting the team. Bringing energy, initiative, and a structured approach to your work, you will be capable of responding effectively to immediate service demands, whilst delivering longer-term projects and ensuring compliance with any legislative changes relating to the service.

You will be encouraged to develop in the role and, therefore, you will need to be eager to learn all elements of the role.

In addition, this role provides opportunities to represent the service at regional meetings, working groups and provides opportunities for wide collaboration and innovation.

With this role there are opportunities for home working, however, there is an expectation that you are highly visible and regularly work from each of the Register Offices.

# Key tasks:

1. Provide effective leadership and communication, through clear objectives, so that the team identifies with East Sussex County Council’s Promise and achieves agreed programmes of work.
2. Be responsible for the delivery of services within a designated service area in accordance with the County Council’s and Department’s policies and procedures and statutory requirements.
3. Plan, monitor and control resources to maximise the efficient and effective use of finances and people in order to ensure that all activities are completed on time, cost and quality targets.
4. Provide effective leadership on health and safety matters by actively promoting health and safety awareness and ensuring the provision of safe working practises to ensure compliance with policy and standards.
5. Achieve the annual performance targets for the designated service unit and manage performance within the context of the external inspection framework, performance indicators and agreed targets.
6. Participate in the identification and development of Department or Division strategies and business/work plans, to provide integrated and sustainable improvement to the environment.
7. Plan services to meet the highest priorities within allocated resources and manage competing demands.
8. Undertake continuous service improvement, utilising Best Value principles.
9. Contribute to the development of departmental policies and procedures in order to maintain and improve the quality of service.
10. Co-ordinate the development of staff and their effectiveness through appraisals, personal development plans, regular supervision and training.
11. Ensure complaints are managed in accordance with the complaints procedure and within corporate guidelines.
12. Assist as required in implementing the Department’s Emergency Plan and Business Continuity plan in the event of a major incident.

# PERSON SPECIFICATION

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

* 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)
* Ability to develop strategies and ideas for policy improvement.
* Ability to translate policy into workable solutions, devising and implementing new service initiatives and efficiencies.
* Political awareness.
* Partnership working skills.
* Public representation of the County Council as a whole.
* Ability to develop evidence base and use evidence to produce clear and precise arguments and reports using analytical skills.
* Project management skills.
* Interpersonal, communication and presentational skills including influencing skills.
* Ability to work under pressure and meet deadlines
* Budget management skills.
* Performance management.
* Team development and leadership skills.
* Coaching skills.
* Ability to prioritise demands.
* Ability to understand complex issues and information.
* Knowledge of business planning and performance management.
* A knowledge of the key issues facing Local Government.
* Knowledge of statutory framework for local authority.
* Expert level of professional, technical and legal knowledge and competence in a particular specialist field
* Aware of Health, Safety and Welfare and Risk management.
* Experience of work in a large public or private sector organisation.
* Experience of leading and managing at a strategic level.
* Experience in managing team delivering technical advice.
* Experience of managing change and delivering solutions.
* Strongly self-motivated with the ability to enthuse and motivate others
* Results driven.
* A commitment to equal Opportunities and anti-discriminatory practice.
* Flexible
* Responsive
* Resilient.

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

* Knowledge of Local Authority Registration Services

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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 | No |
| Working at height | No |
| 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 |