

Job Description and Person Specification

Registration Manager

| Job Details | |
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| Grade | G7 |
| Service | Register Office, Legal Services |
| Location | Cheylesmore Manor House, or other Designated service point |
| Job Evaluation Code | A5992 |

| Coventry City Council Values |
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| <p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose |
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Undertake the statutory duties of the Registrar for the Coventry District Registration Service. ensuring compliance with statutory and local regulations governing the service.

Line manage a team of Registration Staff.

Undertake the role of registrar for notices of intention to marry.

Act in a consultancy role and to support the Head of Service in ensuring all staff are fully trained and competent to ensure Government standards are maintained and an effective service is delivered.

Key Responsibilities and Accountabilities

Undertake the statutory duties of the Registrar in accordance with the statutory provisions that govern the provision of the Registration Service.

Undertake all statutory registration tasks associated with marriages and civil partnerships in accordance with the Marriage Act 1949 and Civil Partnership Act 2004.

Establish and review local operating procedures in accordance with relevant quality standards, for all statutory registration tasks associated with births, death, marriages and civil partnerships, maintaining compliance with any changes in legislation and ensuring changes relayed to the team.

Control annual stock orders from the Registrars General Office of all certificates and Government issued forms maintaining safe custody of unused certificates, counterfoils and register ensuring all relative registration paperwork is checked, streamlined and stored securely electronically.

Conduct any ceremonies as required by the service in Coventry Register office and other locations.

Lead and Manage team of staff, holding regular 1-1's and appraisals and ensuring the quality of the service provided meets customers' expectations and needs. Hold regular team meetings.

Identify training and development needs for the registration service, keep abreast of national and local developments in respect of registration services, implement and maintain a training programme and provide formal training.

Undertake the collection of fees in accordance with the Council's financial regulations and the financial management system, alongside a daily reconciliation of, all fees received, certificates issued from stock and spoilt certificates.

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| Act as a Systems Administrator for the Registration Service computer system software, working with ICT to improve public accessibility and expand the use of electronic systems and associated practices within the Service. |
| Deal with complex registration enquiries and give advice on same (internally and externally). |
| Represent the Register Office at internal and external meetings as required maintaining links with other register offices to ensure partnership working when needed. |
| Contribute to service planning and monitoring of service performance through the collection and collation of key performance information. |
| Ensure any formal complaints are recorded and responded to within CCC guidelines. |
| Contribute towards timely quarterly returns for service to GRO to include office registrations and reconcile payments as necessary. |
| Undertake the management and deployment of Registration Officers to carry out statutory duties in accordance with the Registration Service Act 1953 as amended by the Local Government Act 1974, the Manager Act 1994, the Births and Deaths Registration Act 1953 and any other statutory provisions act govern the provision of the Registration Service. |
| Manage the interface between the Register office and the Councils Contact Centre to ensure the availability of appointments for customers and effectiveness of scripting. |
| Contribute to the development of the Coventry Registration Services raising profile and revenue. |
| Carry out technical inspections on all Registrars for births, deaths, notices to ensure legislation is being adhered too. |
| Attend regular management meetings to liaise with other managers regarding legislative changes and to assist with annual report to the General Register Office. |
| Any other duties and responsibilities within the range of the salary grade. |

| Key Relationships | | | |
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| External: | Local Hospital Bereavement Team Medical Examiner Funeral Directors Warwickshire Register Office General Register Office Home Office Police Clergy | Internal: | Customer Services Bereavement Services Coroner's Office Fraud Department Council Tax Looked after Children Family hubs H.R. Finance |

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Statutory Disqualifications. No person can be qualified for appointment if:

- he or she has been declared bankrupt and has not subsequently obtained his or her discharge.
- he or she has been dismissed from any Registration Office and/or the Registrar General does not consent to his or her appointment.
- he or she is or has been in the last 12 months preceding the date on which the appointment is to take effect, a member of the Council, or of a committee of the Council having duties in relation to the appointment of Registration Officers.
- he or she holds any office as authorised person, secretary (for marriages) of a synagogue or registering officer for the Society of Friends.
- he or she is a practising minister of religion, a medical practitioner, a midwife, an undertaker, or any other person involved in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent proper performance in person of the duties of the office for which he or she is a candidate.
 - he or she is an officer or servant of the Council appointed by them to exercise the functions of the Proper Officer. - he or she holds office as superintendent registrar, or is a coroner, or is an officer or servant of a local authority employed by them in the performance of duties relating to their functions as a burial authority.

Responsible for

Registrars.

Person Specification

Requirements

Knowledge

To be able to assimilate and understand the relevant legislation, regulations, policies and procedures in relation to and instructions relating to the Registration Service.

Knowledge

Knowledge of budget demands and staff management.

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| Knowledge | Knowledge of equal opportunities legislation within a statutory service for a wide and diverse population. |
| Knowledge | Knowledge of asylum and immigration legislation relating to marriages. |
| Knowledge | Knowledge of the principles of customer service in the provision of a statutory local authority service. |
| Skills And Ability | Ability to understand and adhere to the Handbook for Registration Officers. |
| Skills And Ability | Ability to prepare and present complex legislative information clearly and effectively, verbally and written, for members of the public, employees and managers. |
| Skills And Ability | Ability to analyse and interpret a variety of complex registration issues. Medium to long term planning skills to prioritise and organise workloads maximising the use of staff resources and working within budget. |
| Skills And Ability | Excellent customer care standards. |
| Skills And Ability | An ability to work independently, using own initiative to manage a front facing high volume service and implementing new legislation when required. |
| Skills And Ability | Able to use Microsoft office and able to use a range of other systems for the management of information. |
| Skills And Ability | Confidence in public speaking to small or large audiences. |
| Skills And Ability | Able to work with people from diverse backgrounds. |
| Skills And Ability | Able to develop staff. |
| Experience | Experience of managing a team. |
| Experience | Financial systems and procedures. |
| Experience | Working within a team environment. |
| Experience | Substantial working experience of Registration Processes. |
| Experience | Experience of coping with changing priorities and pressures. |
| Qualification | GCSE Grade A-C qualified to include English and Maths. |
| Qualification | To have or willing to take a qualification in supervisory management. |
| Special Requirements | Able to travel around the city to visit family hubs and may on occasion be required to attend ceremonies. Driving Licence essential. |

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| Special Requirements | A CCC uniform will be issued. Must be able to work outside normal office hours on occasion. |
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| Disclosure and Barring Service (DBS) | | | |
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| Does the role require a DBS check? No Find out which DBS check is right for your employee - GOV.UK | | | |
| And if so, which type? | | | |
| Basic Check <input type="checkbox"/> | Standard Check <input type="checkbox"/> | Enhanced Check <input type="checkbox"/> | Enhanced + barred list check <input type="checkbox"/> |

| Declaration | | | |
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| Reviewed/Created By: | Sharon Howarth | | |
| Job Title: | Head of Service Coroners & Registration | Date: | July 2025 |