

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Service Manager – Registration, Coronial and Archive Services		<b>Director/Service/Sector</b> – HR/OD		<b>Office Use</b>
<b>Grade:</b> 11		<b>Workplace:</b> County Hall Based with work across the county required		<b>JE ref:</b> Z188 <b>HRMS ref:</b>
<b>Responsible to:</b> Head of Culture		<b>Date:</b> November 2018	<b>Lead &amp; Man Induction:</b>	
<b>Job Purpose:</b>  1. To be responsible for the leadership, management and development of registration, coronial and archive services for Northumberland so that high quality, customer focused services are provided at a cost the Council can afford. Registration, coronial and archive services include the management of Tell Us Once , County Hall reception and post room, coordination and delivery of ceremonies, official registration responsibilities, the provision of information and working with local producers and businesses to promote and generate income for the local economy, manage the Council’s seven prestigious self-catering holiday apartments at Hexham House and establish Northumberland as a premier wedding destination within the UK.  2. To be the Councils Proper Officer and therefore act as the Council’s lead officer for registration and coronial services, ensuring that statutory responsibilities are fulfilled, important moments in people’s lives are managed with dignity and respect and effective working relationships are in place with key bodies such as the Ministry of Justice, Home Office and UKBA (Immigration). This include liaison with the General Registration Office to ensure the Council is meeting it’s KPI’s.  3. To manage the County Archive service currently located at Woodhorn Museum and Berwick Records Office (not including the Councils modern records) including managing and monitoring the SLA that the Council has in place with Woodhorn Museum trust.  4. To lead partnership networks and contract management across the functions and programmes of activity you are responsible for, setting out and ensuring that financial and performance targets, objectives and outcomes are met and value for money and customer focus is achieved.  5. To provide leadership, management and professional advice on all relevant issues relating to your areas of responsibility to members, senior officers and others as appropriate.  6. To ensure that the functions and programmes of activity relating to your areas of responsibility fully support the delivery of the wider aspirations of the Council, enhancing quality of life and delivering social and economic benefits.				
<b>Resources</b>	Staff	Leads and manages a team of professional, technical and support staff. The postholder will also lead and manage agency, interims, sub-contractors and project management teams on a regular basis to achieve corporate and partnership objectives. Regularly, project teams are likely to involve staff from different organisations, other local authorities and the representatives of national organisations. Therefore, staffing numbers are likely to be in excess of 40 at any one time when seasonal and part-time workers are included.		
	Finance	Effectively manages revenue budgets for the functions relating to this post plus service contracts and service level agreements (SLAs) with contractors and clients (in some cases these are in excess of 1 million). The revenue budget is in excess of 3.5 million. Income targets amount to in excess of 1 million. Effective development and management of capital budgets and funding applications is also required.		
	Physical	Responsible for the day to day operation of staff working within a number of different environments including prisons and non-Council venues to conduct ceremonies / registration duties and provide guidance, advice and information, as well as the health and safety implications associated with these functions. Also responsible for the overall health and safety and operation of numerous facilities (both standalone and within co-located space) across the county used by the public and staff. This includes safeguarding the county’s recent and historic registers of births, deaths, marriages and civil		

	partnerships records and personal information, as well as related infrastructure, software and specialist equipment. This is critical as all the functions associated with this post are statutory and as such requires strict compliance with national guidance. Designs, maintains and operates programme and project management systems and other key corporate systems.
Clients	Ensures compliance with relevant legislation, council policies and procedures including overseeing the procedures in place to manage records which include a high degree of sensitive and personal information and which are governed by statutory and national guidelines. This includes systems such as Tell Us Once. Leads, develops and oversees corporate programmes and frontline services to ensure the achievement of significant economic and well-being impact on all services, service users, local people and visitors to Northumberland. This includes a widely dispersed client base – from the bereaved to luxury hoteliers to prisoners. Diversity also characterises the client base e.g. delivery of civil partnership and citizenship ceremonies.

### **Duties and key result areas:**

1. To set the strategic direction for and oversee the management of specific functions for the Council spanning registration, coronial and archive services. This includes:

- the day to day operation and promotion of a range of ceremonies, including citizenship, civil partnership, naming ceremonies and weddings.
- proactive liaison, advice, guidance and support across Northumberland to venues, attractions, local businesses and others to achieve the economic growth objectives of this role.
- developing, securing funding for and managing the delivery of programmes of activity across different organisations to achieve specific corporate and partnership objectives.
- the day to day management of Tell Us Once, Registrars, Archives, Hexham House, County Hall reception and County Hall post room.

2. To be the Proper Officer for Registration for the Council and act as the Council's lead on registration and coronial services. This includes:

- ensuring that registration and coronial services fulfil their statutory responsibilities and that any standards and expectations set out in legislation and via guidance from governing bodies are met. This includes achieving targets set by the General Register Office.
- ensuring that comprehensive and efficient strategies and plans are in place and being delivered to achieve customer focused services in these areas of responsibility. This includes policies, procedures and practices for managing sensitive and / distressing situations.
- identifying and securing funding and delivering major projects to support the growth of Northumberland as a wedding destination, contributing to economic growth, social well-being and health in the process.
- acting as policy lead for the Council in these areas so that innovation occurs; 'horizon scanning' to ensure that Northumberland is aware of and responds to developments at national, local and regional level.
- establishing proactive partnership arrangements which support, enable and inspire coordination across organisations to effectively spot opportunities, mobilise and take advantage of funding and national and regional initiatives that support the delivery of services, activities and events and showcase the county as a great place to live, work, visit and invest in.

3. To design and lead the delivery of programmes of work that span the development of business cases, securing funding, drawing up funding applications to external organisations, project management governance and delivery arrangements, sector-wide training and development, and effective peer and partnership working so that agreed efficiencies and shared objectives are achieved in a timely and transparent manner. This will include high profile projects and initiatives that cross local authority boundaries and have significant reputational impact. For example, reviewing and putting in place revised arrangements for the coronial service and ensuring that the county effectively responds to national legislative changes such as the medical examiner role.

4. Put in place strong partnership arrangements, collaboration and joint working, maintaining and continuously improving relationships with colleagues, stakeholders, delivery partners, external contractors, suppliers and others as appropriate. This includes key agencies such as the Home Office, as well as town and parish councils.

5. Either directly or through contracts / service level agreements with other organisations, deliver high performing, value for money services that compare favourably with relevant benchmarking standards and deliver against Service and corporate objectives. This includes:

- managing and directing resources effectively.
- formulating, securing buy in for and overseeing the achievement of performance and business plans.
- ensuring that performance targets and the deadlines associated with the delivery of key development projects for the Council are always met (as set out in the Service Plan for Customer and Cultural Services).
- proactively demonstrating continuous improvement across the functions you are responsible for.
- communicating, establishing and implementing robust monitoring mechanisms, monitoring compliance and taking action where necessary to ensure that all relevant strategic and relevant government guidance and corporate regulations, plans, policies, standards and requirements are complied with and met.
- proactively seeking out information and intelligence about customer needs, expectations, and levels of satisfaction and taking action to ensure that we understand, listen and respond.
- ensuring that any contractual arrangements / service level agreements in place result in high quality delivery and value for money.
- fostering a culture of performance management and continuous improvement within the teams the postholder is responsible for.

6. To proactively lead and manage professional, technical and support staff that deliver or commission services on a day-to-day basis, ensuring that high quality management and governance arrangements are in place and a learning and development culture is promoted via:

- recruitment, selection, induction, discipline, training and development of staff within your service team.
- supervision, delegation, guidance, quality standards, forward planning.
- motivation of teams and individuals by providing clear direction and communication.
- ensuring that employees at all levels understand how their roles contribute to the overall direction and success of the Council and the Stronger Together ethos.
- performance management, appraisal, objective and target setting, talent management and succession planning.
- instilling a culture of customer care and engagement across the specific areas of the Service that the postholder has responsibility for.

7. To ensure that robust financial and resource management arrangements are in place across your area of responsibility through overseeing monitoring and reporting arrangements for any delegated arrangements; being fully accountable for effective spend / income generation against established targets; and maintaining systems for compliance with financial regulations. This includes:

- effectively managing capital and revenue budgets, reporting on forecasted spend and taking action where needed to meet required targets.
- identifying and achieving significant savings
- ensuring that costs do not exceed benchmarking standards
- progressing value for money improvements that are innovative and meet changing customer expectations e.g. through process reengineering, increased income generation, renegotiated contracts / commissioning, doing things in different ways.
- effectively deploying / utilising resources to ensure the effective operation of day to day services and the achievement of Service Plan objectives and performance targets.

8. To provide professional advice to and develop strong working relationships with elected members, corporate directors, heads of service and other stakeholders as required on all matters of strategy and policy, relating to design and cultural services. This includes work with the Chief Executive, Leader and other senior elected members and officers to manage the Council corporate identity.

9. To actively promote and represent the interests of the Council, and where appropriate, the Service, at local, regional and national level participating in relevant programmes, showcasing good practice and contributing to exchange networks.

10. As an integral member of the Cultural Services Management Team, to lead and fully participate in the planning and management processes for the Service, Group and Council as a whole, making an effective contribution across the Authority and, where appropriate, organisational boundaries.

11. To provide leadership and management of the Councils Archive service that is currently located at Woodhorn Museum and Berwick. This includes managing the Archives SLA that is in place with the Woodhorn Trust.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake other reasonable duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Transport requirements:	Involves regular travel to facilities, area offices and venues throughout the county and, on occasion, further afield.
Working patterns:	Is likely to include evenings and weekends given the nature of the role, which mean that responsibilities will span 7 days a week.
Working conditions:	Predominantly office based but with some exposure to working outdoors and unusual locations.

Northumberland County Council  
**PERSON SPECIFICATION**

<b>Post Title:</b> Service Manager – Registration, Coronial and Archive Services	<b>Sector:</b>	Ref: Z188
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<p>Degree level qualifications and professional qualifications or equivalent standard in a relevant subject. Recent and relevant post qualification training, additional qualifications and/or evidence of continuing professional development including management development.</p> <p>In-depth knowledge of professional theory, practice and procedures, and contemporary issues in relation to the role.</p> <p>Understands the diverse functions of a large complex public sector organisation, and its cross cutting issues and challenges.</p> <p>Knowledge of current inter/national laws, regulations, policies, procedures, trends and developments relevant to the role.</p> <p>Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessments.</p> <p>Understanding of relevant legislation and requirements such as corporate manslaughter, health &amp; safety, procurement, equalities and diversity, risk management etc.</p>	<p>Relevant management degree e.g. MBA, DMS</p> <p>Registrars General's Superintendent Law and Practice</p>	<p>(a), (i), (t), (p)</p>
<b>Experience</b>		
<p>Recent significant post-qualification experience in a relevant context.</p> <p>An evidenced track record of successful management and achievement of objectives in an organisation of comparable scope and complexity and of fulfilling statutory obligations.</p> <p>A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.</p> <p>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders in the public, private and voluntary sectors.</p> <p>Substantial experience and demonstrable success in managing change and of securing the support of others in the process.</p> <p>Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity.</p> <p>Experience in managing projects and programmes to successfully achieve objectives including high profile activities that involve significant logistical mobilisation.</p> <p>Demonstrable evidence of providing visible, empowering and motivational leadership and fostering a positive organisational culture.</p> <p>An evidenced track record of effective financial and resource management within a comparable organisation, including income generation / successful funding applications, achieving value for money, identifying and achieving efficiency savings, effective supplier and contract management, effective deployment of staffing resources to achieve performance targets.</p>	<p>Experience of a range of strategic management functions.</p> <p>Implementing alternative service delivery models to achieve value for money.</p>	<p>(a), (i), (r)</p>
<b>Skills and competencies</b>		
<p>Strong management and leadership skills including change management skills, with the ability to challenge, win hearts and minds, and motivate others to deliver change.</p>		<p>(r), (t), (p)</p>

<p>Personal effectiveness and judgement, takes the initiative, risk aware and able to work with autonomy. Effective forward planning, project management, performance management and policy skills in area of responsibility.</p> <p>Excellent written and oral communication skills; ability to use IT; presents and communicates information appropriately for different audiences; effectively shares / disseminates acquired knowledge. Ability to develop projects and ideas based on sound reasoning and logic, draw appropriate conclusions and present these to an audience; this includes complex information and business statistics.</p> <p>Excellent negotiation and influencing skills, able to persuade others to alternative points of view. Very high levels of political awareness and sensitivity.</p> <p>Customer oriented, with well developed networking and partnership skills, able to build relationships with a range of stakeholders.</p> <p>Active and effective advocate for the service both within the council and externally.</p> <p>Financial and commercial awareness and effective budgeting and financial management skills.</p> <p>Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.</p> <p>Ability to propose, develop and implement effective strategies and plans in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> <p>Ability to command respect, trust and confidence of colleagues, Council Members and other stakeholders.</p> <p>High level of professionalism, tact and diplomacy in difficult situations.</p> <p>Ability to make decisions, allocate resources and direct activity at times of crisis or high intensity.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Normally works from a seated position but with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness with some lengthy periods of enhanced concentration.</p> <p>Regular contact with partners / stakeholder in negotiation with the Council; some contact with public/customers in dispute.</p> <p>Some exposure to working outdoors and, more frequently, outside normal office hours as necessary.</p> <p>Must be able to work well under pressure, manage crisis, sensitive and at times, distressing situations.</p>		
<b>Motivation</b>		
<p>A proactive corporate orientation and a commitment to tackling issues in a non-departmental manner</p> <p>Self-reliant, able to exercise discretion and possessing the ability to manage time effectively.</p> <p>Models and encourages high standards of reliability, honesty, integrity, openness and respect for others.</p> <p>Actively helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued.</p> <p>Resilient, proactive, self motivated, and achievement orientated.</p> <p>Works with minimal direct supervision.</p> <p>Personality, conduct and credibility that engages and commands the confidence of colleagues, Council members and other stakeholders.</p> <p>Must be able to work well under pressure and manage the logistics of high profile activities.</p>		(i), (r), (t)
<b>Other</b>		
<p>The ability to drive and, as necessary, work unsocial working hours.</p> <p>Ability to meet the transport requirements of the post.</p>		(a)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits