

Job Title: Service Manager - Registration and Bereavement Services	Role Profile Number: ENH176
Grade: T	Date Prepared: March 2022
Directorate/Group: Chief Operating Officer	Reporting to: Director of People, Culture and Organisational Resilience
Structure Chart attached:	No

Job Purpose

- To provide strategic leadership to the Registration and Bereavement services, setting the strategic and to drive improvements to both services which increase efficiency, improve customer service and increase income to the services
- To provide leadership, guidance and advice to the service leads in both Registration and Bereavement services
- Ensure the delivery of all statutory duties and legal obligations for registration as laid down by Parliament in relation to Crematorium and Cemeteries regulations and processes
- To act as Formal Proper Officer: a Statutory post for Registration services

Key Accountabilities

- To oversee the Council's statutory duties in respect of the Registration Service under a variety of constantly changing regulations and related legislation
- To oversee the Registration, Nationality and Bereavements Services including setting clear objectives within a framework of continuous improvement and to meet the needs of the borough
- To maximise the commercial potential of the Registration and Bereavements service
- To be responsible for the Service website clarity, both communications and transactions, working closely with the Office Managers, Superintendent Registrar, IT and communications to ensure seamless support, progression and development
- Work closely with all service areas to reduce failure demand – learning from customer feedback to improve service delivery and the process of customer fulfilment and support and encourage a culture of continuous improvement

- To be the Council's lead officer in relation to Coronial Services and work in partnership with colleagues within Wiltshire Council to ensure an effective and responsive Coroners Service which offers value for money
- To manage the Registration Service budget including revenue income and expenditure and where applicable capital and funding from other sources
- Ensure that all aspects of Registrar and Bereavement property assets, stock and records are fully covered from a security led perspective
- To act as a strategic contact for the General Registrars office and to comply with set Legislation changes required

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant management experience at a senior level covering a diverse range of public or private sector services that require collaborative approaches both within the organisation and with external partners
- Experience of leading teams through both continuous service improvement
- Commercial acumen and expertise in running services commercially – experience of overseeing income generating services and delivering against income targets
- A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders
- Strong interpersonal and communication skills, evidencing sound political acumen, influencing and collaboration skills across organisational boundaries to develop shared goals and resolve conflict
- Strong financial and budget management experience
- A proven ability to influence senior officers in relation to service improvement
- Willingness to obtain knowledge of the role of the Proper Officer and the associated responsibilities and duties and carry out the role on behalf of the Council

Qualifications

Significant experience in a similar role and organisation

Contacts and Relationships

- Key relationships for the post holder will be with Cabinet Members, CMT members, Heads of Service and senior officers
- Also responsible for the relationship with Wiltshire Council and the Wiltshire Coroner who works across both authorities
- Additional relationship responsibilities with the GRO

Other Key Features of the role

Combination of office based (across two different sites) and agile working (Driving Licence Required).

