



Assistant Registration Service Manager (Additional Superintendent Registrar)

Salary: Band: 10, £42,838 - £47,181 per annum plus contractual overtime

37 hours per week Monday to Friday. Plus 80 hours per annum contractual overtime (worked on Saturdays). On call duties over weekends worked on a rota basis (usually 1 in 4 weekends and tied in with Saturday working).

The Service

Portsmouth Register Service is responsible for the registration of births, deaths, marriages and civil partnerships within the Portsmouth registration district.

What is the role?

To assist the Superintendent Registrar in the delivery of the Registration Service. Contributing to the successful development of, and public access to, the service to achieve the Council's priorities. The role will be responsible for the day-to-day management of the service leadership and of the Registration team including 1-1s', performance development reviews, performance management. The team is located across a geographical spread area so part of the role will be timetabling of staff to ensure adequate cover is provided especially during seasonal peaks and troughs. In addition, you will identify and lead on staff training as required.

Working with the Head of Service, you will agree performance and productivity standards and work to ensure that a high quality and consistent service is delivered. This will include improving customer engagement through data analysis whilst finding innovative solutions for continuous improvement and development. You will seek and implement new and emerging technologies to improve the efficiency of the service whilst improving accessibility for our customers.

As well as deputising as and when required, the role will support the Superintendent Registrar in the delivery of the corporate and service priorities and business plans. Contributing to and assisting in the production of service delivery plans and the annual performance report to the General Register Office (GRO). You will ensure that corporate and statutory KPI targets are met, highlighting foreseeable issues and offering solutions where appropriate. Part of the role will involve reviewing working practices and workflows within the team to implement any changes to maintain quality assurance. At the same time ensuring the service adheres to principles of the UK General Data Protection Regulations (GDPR), and compliance with Registration specific legislative requirements. You will ensure the service adheres to the national Public Protection and Counter Fraud policy and with relevant health and safety regulations including risk assessments, Martyn's Law, etc.

Collaborative working is a key aspect of the role as you will be working with venues and other partners to represent the service at wedding fairs and other related events.



You will be required to creatively establish and manage a marketing plan for ceremonies at Milldam House including, but not limited to, advertising, marketing collateral, open day events. As Deputy Registrar Service Manager, you will partake in the register and conduct marriage and civil partnership ceremonies as part of a rota as well as British Citizenship ceremonies. Liaising with dignitaries, government departments and venue providers as required.

Working as part of an out-of-hours duty rota, you will provide advice and support to busy ceremony teams and respond to urgent enquiries regarding faith deaths and Registrar General's licences. You will be expected to check registrations and other documentation against Handbook standards. When staff cover is required, you will be expected to undertake registration duties including: registration of births, deaths and stillbirth and all the necessary paperwork including completing and issuing of certificates. In addition, you will be taking notices of marriage/civil partnership and be expected to answer enquiries from members of the public on registration matters providing information on technical and statutory requirements.

Other general tasks will include supporting the Superintendent Registrar in overseeing the service budget and spend, processing financial transactions as required and assisting in day-to-day accounting procedures. You will also be required to manage health and safety compliance within the service and represent the service at county registration meetings.

Who is the person?

We are looking for a confident, positive and energetic operations manager to join our team. The successful candidate will have strong organisational, communication and IT skills and thrive on assisting members of the public at key moments in their lives.

You will have:

1. Good general education including GCSE maths and English.
2. Hold the National Accredited Programme for Registration Officers qualification or be willing to undertake the qualification.
3. A flexible, enthusiastic, creative and forward-thinking person who has a good understanding of the Registration service and local government.
4. Substantial experience working as an engaging, confident team leader with excellent organisation skills, good interpersonal, communication and networking skills, with a track record of working collaboratively for the best interests of the service, the team and our customers.

5. Experience of managing and leading a team preferably across multi-sites, including 1-1 meetings, annual appraisals, managing absence, performance management, wellbeing, identifying training needs, including managing a team during periods of change.
6. A flexible attitude and resilient with the ability to confidently manage customers compassionately and effectively with tact, empathy and diplomacy. You may be dealing with challenging and emotionally charged scenarios and be required to defuse difficult situations.
7. Experience of registering births and deaths as well as knowledge of the statutory and non-statutory services provided by the Registration Service is essential. An understanding of the legal prelims for marriages/civil partnerships, non-statutory ceremonies and citizenship is also required.
8. Experience of data entry, managing records and an ability to analyse data (such as customer feedback). Recognise trends, using that information to continually develop the service provision to better meet the needs of residents and visitors.
9. An understanding of Local Government agendas such as Devolution and Local Government Reorganisation, and Registration challenges, locally and nationally and commitment to making our services even more accessible.
10. Good understanding of equality, diversity and inclusion with the ability to embed this into all decisions and areas of working life.
11. Experience of event management, marketing and communications.
12. Experience of working as part of a management team to help bring the vision of the service to life through operational plans.
13. A numerate and methodical person with excellent IT skills who can confidently use the full remit of Microsoft Suite including Word, Excel, Teams, CoPilot, etc. as well as the ability to manage social media channels and lead progressive AI related changes for processes within the service.
14. A sound understanding of the importance of safeguarding and best practice.
15. An ability to converse at ease with customers and provide advice in accurate spoken and written English is essential for the post.



16. Understanding of Health and Safety compliance and risk assessments to ensure the safety of staff and visitors to the Register Office.
17. Experience of public speaking or giving presentations to large groups of people.
18. Excellent accuracy/attention to details skills as you will be completing legal records.
19. The ability to understand complex legislation and to convey this in a way that is easy to understand to the team and members of the public.
20. Have a good working understanding of client confidentiality, data protection and information governance.
21. Experience of cash handling and daily accounting.
22. Be able to work as part of a team with a flexible and 'can do' approach.
23. Have a professional manner and appearance.
24. Have neat handwriting as many records and certificates are handwritten.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).