**Job Description**

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| Job Title: **Head of Service: Coroners and Registration Services** |
| POSCODE: CCC0867 |
| Grade: P5 |

**Overall purpose of the job**

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

The Place and Sustainability Directorate impacts on the lives of everyone living, working, learning, and travelling through Cambridgeshire every day. As a Head of Service within the Place and Sustainability directorate, you will support the directorate's core aim to support sustainable economic development and growth, protecting and enhancing the environment and enabling effective transport and connectivity for all communities.

Place and Sustainability consists of four key professional areas which include:

* Transport and Connectivity
* Infrastructure, Capital, and Delivery
* Environment and Economy
* Regulatory Services

As the Head of Service for Coroners and Registration Services and reporting to the Service Director, you will act as the senior professional lead providing operational leadership, development, and management for professional services within your given remit, ensuring the highest quality services are delivered within resources available.

The role will be fully responsible and accountable for the delivery of services including:

* Regulatory Services - Coroners Service for Cambridgeshire and Peterborough
* Regulatory Services - Registration Service for Cambridgeshire

The Head of Service will work collaboratively with the Service Director to ensure that appropriate policies, plans, and contracts are delivered to the highest standards, in line with relevant legislation and best practice. The role will provide strategic leadership, technical advice, and expertise at a senior level, to develop and review strategies including implementation of changes.

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | **Strategic Leadership**   * Responsible for the development of strategic objectives and outcomes for responsible services within the Place and Sustainability directorate, taking account of organisational strategy, best practice, and legislative and regulatory requirements. Ensure this is shared through strong leadership within the service. * Provide expert knowledge within area of professional specialism including policy, best practice, and law, ensuring that all policies, processes, and approaches are documented and are up to date, reflecting practices that achieve best outcomes for communities and the Council. * Lead on developing and maintaining data to report on operational performance management. Utilising this data in various internal and external reports and utilising insights gathered to develop services and practices to achieve improved outcomes for communities and the Council. * To lead on change management or service development projects and complex investigations as directed by the Service Director. * Attend, contribute and or provide written reports, advice and information to any relevant committee, member, or board meeting as appropriate. Represent the Council at specified meetings as agreed with the Service Director and to lead and direct the agenda for management team meetings within the services responsible and any other meeting or committee as and when required. * Provide leadership to ensure the effective management of resources through strong recruitment, induction, supervision, training, retention, and people management techniques. * Mentor and inspire members of the team, promoting professional growth and cultivating a culture of excellent and continuous learning. * Deputise for the Service Director when needed. |
|  | **Service Delivery**   * Provide senior operational management to all teams within services responsible. Be accountable for activity across service areas, ensuring that managers are effectively overseeing their operations including planning, allocation, and review of workload so priorities are managed, shortfalls identified, and services delivered within capacity and within departmental and partnership policies, procedures, and timescales. * Provide leadership to ensure that resources are deployed effectively, and managers operate in a way that adheres to legislation, regulation, and compliance, provides good outcomes for communities and the Council. * Be proactive in the development of services through collaboration with internal and external stakeholders. Working collaboratively with other Heads of Service in the Directorate to maximise opportunities to improve economic development and growth including protecting and enhancing the environment for communities. * To act as the professional lead and subject matter expert within area of professional specialism, ensuring that complex work is appropriately overseen and managed to achieve successful outcomes. * Lead on embedding a proportionate, yet robust approach to risk which is consistently applied across services delivered within professional specialism. Ensure that any related systems relevant to risk i.e. GRACE are appropriately adopted and managed within the service. * Ensure that succession planning is in place, including plans to develop staff at all levels within the service area and wider organisation to ensure a pipeline of suitable qualified and motivated staff are available to move into roles that become available. * To ensure that a range of opportunities are created and maintained to enable staff to contribute to improving services and wider organisational aims. * To ensure that services within area of professional specialism meet service delivery standards including but not exhaustive to Key Performance Indicators and service level agreements. * In collaboration with the Service Director, respond to high level service enquiries and complaints raised by key stakeholders, partners, and members. |
|  | **Performance Management**   * Lead on developing, through others, management information that enables oversight of activity across professional service. * Establish and contribute towards robust performance metrics and benchmarks to evaluate the impact of service delivery, adapting processes and strategies to achieve successful outcomes for communities and the Council. * Report operational progress and performance to Service Director, Senior Leadership and members demonstrating accountability and transparency. * Prepare written and verbal reports related to performance of the professional service which the role is responsible. |
|  | **Partnership Working**   * Represent Cambridgeshire County Council at stakeholder, board, or partnership meetings, working jointly and collaboratively to maximise opportunity and service delivery. * Work with partners, contractors and suppliers ensuring that contracts, projects, and joint ventures are performing well, meeting outcomes, are best value for money and are fully compliant with County Council approaches. * Ensure appropriate attendance at meetings and events with partners related to directorate services but mainly area of professional specialism. * Build and nurture strong relationships with internal teams, external partners, communities, and members by way of positive engagement and service improvement. * Develop strong professional networks and share good practice and broaden learning opportunities. |
|  | **Financial and Resource Management**   * With responsibility for a budget, collaborate with the Service Director and Operational Managers to ensure that service delivery maximises value for money, whilst achieving good outcomes for communities and the Council. * Ensure robust arrangements for financial management and planning are in place and develop the skills and confidence of staff to make the most effective use of resources available. * Ensure full compliance with all County Council financial and procurement policies, procedures, and frameworks within area of responsibility. * Foster a culture of innovation, encouraging the development and implementation of modernised and improved approaches to enhance service delivery and experiences for communities. * Appropriately manage all risks, particularly related to financial and resources and ensure that appropriate systems are maintained, and risk monitoring approaches are adopted. |
|  | **Role Specific Accountabilities**  **Registrations and Coroners – 7 day a week service**   * Ensure the Registration Service provides core statutory services for the official recording of key events (birth, death, and still-birth registrations; marriage and civil partnership ceremonies), legal preliminaries for marriages and civil partnerships and the provision of copy certificates – as well as the delivery of marriage, civil partnership, and citizenship ceremonies. In addition, lead the delivery of non-statutory, income generating services such as naming and renewal of vows ceremonies. * Act as the Proper Officer representative for the Registration Service and fulfil the roles, responsibilities and duties set out in the relevant statutes, liaising with the General Register Office (GRO) to maintain full and detailed personal knowledge of all aspects of registration law and procedural requirements. * Ensure statutory Public Protection and Counter Fraud requirements (70 elements) are complied with ensuring safeguarding against sham and forced marriages, as well as preventing exploitation due to a person’s mental capacity or state, and / or age. * Responsible for monitoring and reporting performance against national performance indicators for both Services, preparing for audits by the GRO, and submitting service plans and reports as requested by the GRO, and Chief Coroner. * Ensure through comprehensive processes and procedures that all aspects of the inspection and licensing process of approved venues / religious buildings are carried out to a high standard and in accordance with legal requirements. * Ensure Coroners are provided with the resources, facilities, equipment, and third-party contracts to enable them to conduct investigations into deaths that are unexpected or unexplained; including those where it is suspected that the deceased died a violent or unnatural death; the cause of death is unknown; or the deceased died while in custody or otherwise in state detention. * Responsible for compliance with the local authority statutory duties and enabling Coroners to meet service-related duties as set out in the Coroner and Justice Act 2009. Coroners are independent judicial office holders with appointments requiring the consent of the Chief Coroner and Lord Chancellor. |
|  | **Professional Values, Behaviours and Standards**   * Be a visible leader, widely understood to hold professional expertise in area of specialism for the organisation and well respected as a strong advocate for quality, continuous improvement and driving good outcomes for communities and the Council. * Lead by example both in terms of promoting positive, collaborative behaviours and practice expertise. * Deliver through others by developing strong internal and external relationships and shared understanding. * Carry out duties in a timely and responsive manner, in line with CCC (Cambridgeshire County Council) Standards and professional frameworks. * As a Head of Service, advocate inclusive and compassionate leadership across the directorate but particularly within the professional service. * Advocate a positive workplace culture within services, promoting positive health, wellbeing, and support for the workforce of the service. |
|  | **Equality, Diversity, and Inclusion**   * Demonstrate an awareness and understanding of equality, diversity, and inclusion. * Visibly lead on ensuring that the organisations EDI (Equality, Diversity, and Inclusion) (Equality, Diversity, and Inclusion) priorities are embedded in all areas of safeguarding practice, both inward and outward facing. * Have tangible outcomes relating to EDI set out in own and team Our Conversations * Ensure the services the role has oversight of have a workforce representative of the population we serve, or a plan working towards this. |

**Person Specification**

**Qualifications, knowledge, skills, and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | | **Subject** | **Essential/**  **Desirable** |
| Qualified to Degree Level or extensive professional experience within a large and complex organisation. | | In relevant professional discipline | Essential |
| Qualification in Leadership and Management | Level 6 | Desirable | |
| Membership of professional body | | In relevant professional discipline | Desirable |
| Evidence of CPD (Continuing Professional Development) | |  | Desirable |

Minimum levels of knowledge, skills and experience required for this job

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| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Policy, legislation, and regulation | Extensive knowledge of current and emerging policy, legislation, and regulations in its application in a local government context. | Essential |
| Procurement and Commissioning | Extensive knowledge of Procurement and Commissioning Regulations and their application. | Essential |
| Sector knowledge | Extensive knowledge of the services they are supporting. | Essential |
| Statutory processes | Extensive knowledge of statutory process in relation to service area. | Essential |
| Role specific | Good Knowledge of the coronial and registration modernisation agenda, its strategic objectives, legislative requirements, and the wider landscape in which they operate. | Essential |
| **Skills** |  |  |
| Strategic Thinking | The ability to think conceptually and systemically to develop strategic responses and solve problems, focusing on delivering outcomes. | Essential |
| Decision Making | The ability to act decisively and authoritatively within the context of an ability to accurately analyse risk and benefits in different courses of action. | Essential |
| Interpersonal Skills | Excellent interpersonal skills with an ability to relate to a wide range of audiences in a manner that inspires respect, trust, and confidence with evidence of strong negotiating, networking, advocacy, oral, written and presentation skills. | Essential |
| Motivation & resilience | High motivation, energy, and personal drive, resilient and demonstrating highly developed emotional intelligence and self-awareness. | Essential |
| Analytical skills | The ability to analyse and interpret financial data, service demand, performance, and trends to inform service development. | Essential |
| **Experience** |  |  |
| Leadership & management | Proven experience of successful leadership and management within a relevant service context. | Essential |
| Financial Management | Experience and ability to successfully manage budgets and financial resources management. | Desirable |
| Working in a large organisation | A track record of achievement within the relevant specialist area in a large complex organisation, including effective decision-making and delivery of services and projects, including working collaboratively with partners. | Essential |
| Performance management | A demonstrable track record in performance management and evidence of partnership working to secure good performance. | Essential |
| Project management | Experience of leading and coordinating projects through to completion. | Essential |
| Leading Change | Experience of leading change within an organisation, with evidence of establishing a positive culture within teams | Desirable |
| Equality, Diversity, and Inclusion | Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role. | |

**Disclosure level**

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| What disclosure level is required for this post? | **None** | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | **Hybrid**  **X** | Field | Remote | Mobile |