**Job Description**

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| Job Title: Registration Service: Customer Appointments Manager |
| Job number: CCC2250 |
| Grade P1 |

**Overall purpose of the job**

Responsible for managing all operational aspects of the Customer Appointment delivery function within the Registration Service, and associated services.

To motivate and effectively manage relevant staff in the delivery of customer facing appointments, in accordance with legal requirements.

To monitor and manage performance and improvement of the customer appointment element of the Registration Service within the allocated budget. Develop and implement strategies which deliver an effective and efficient service. Develop and maintain good working partnerships with stakeholders, ensuring the service is viewed positively by all who come into contact with it.

# Main accountabilities

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|  | **Operational Support**  Accountable for operational management of the customer appointment delivery function, ensuring adequate staff resources are recruited, trained and available for delivering the customer appointment rota, with spare capacity for contingency and growth.  Responsible for setting and delivering the communciation and product development strategy for existing and new customer appointments and other products. Work with the wider management team and the Council’s Communications Team to do so.  Oversee the management of staff leave and rotas to ensure that the Service is delivered effectively, while deploying staff to maximise efficiency.  Ensure systems are in place to manage, monitor and maintain a healthy, safe and secure environment throughout the service, in accordance with Council procedures.  Maintain current knowledge of relevant law as and procedures. Indentify and make recommendations for actions as required as a result of interpreting new legislation and corporate, national and local service requirements. Ensure appropriate action is taken. |
|  | **Performance Management and Improvement**  Support the collation and analysis of accurate data, monitor and report on the performance of the Registration Service, including drafting reports and associated documents for the General Register Office, and internal reports as required.  Monitor and report on customer complaints and feedback and work with the wider management team to set priorities and targets which will drive improvement as necessary.  Develop and implement policies and processes to improve administrative and associated functions of the Registration Service and regularly review these to ensure the service meets the needs and expectations of the customers, partners and stakeholders*.*  Maintain readiness to respond to any emergency, maintaining a Service business continuity plan. |
|  | **Financial and Contractual Management**  Manage and actively monitor relevant expenditure against budget, forecast outturns, identify problems and opportunities and implement interventions, managing expenditure within annual budget constraints. Calculate and submit annual and monthly projected income and expenditure budgets.  Ensure the correct use of financial and procurement procedures and processes which meet legislative and CCC requirements, and that these are understood and applied by staff.  Ensure contracts and Service Level Agreements with key internal and external partners and suppliers are in place, effectively managed, legally applied and give value for money. This includes putting in place, monitoring and maintaining arrangements with other CCC services for signposting and support services – and seeking new ones |
|  | **People Management**  Oversee the recruitment, training and line management of all Customer Appointment Team Leaders in line with County Council policies and procedures, ensuring supervisions are timely, performance and absence levels monitored, annual appraisals and 6 monthly reviews conducted, and addressing any issues - – ensuring they undertake the same management activity in respect of their direct reports  Develop and maintain positive and complementary working relationships with the wider management team, ensuring that good communication is maintained.  Support staff through change, ensuring they are motivated, well informed, and clear about service vision, direction and objectives. Encourage positive attitudes to change and drive modernisation across the service. |
|  | **Partnership working**  Build and maintain good working relationships with stakeholders, contractors, service providers and others, including the development of partnerships which support and enhance the work of the Registration Service. In particular support the Contact Centre, GPs, Hospitals and Funeral Directors.  Represent the Service and contribute to the overall direction of Cultural and Community Services through membership of the Management Team and corporate and partnership working.  Represent Cambridgeshire in local, regional and national forums as appropriate and promote a positive image for the service. Work closely with other authorities to coordinate approaches to service development and ensure, wherever possible, a common approach.  Work with the wider management team to plan and deliver specific partner engagement and communications as required. |
|  | Undertake any other activities commensurate with the grade and role |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Key Skill Level 4: (Bachelor’s degree; HNC; HND NVQ level 4 or equivalent; including professional qualification) or equivalent level of skills and experience.  Management qualification (NVQ level 4 BTEC HNC in Business Studies or similar qualification in administration) or similar work based experience. | Any  Business Administration / leadership and management | Essential  Desirable |

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

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| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Operational Management | Knowledge and understanding of Registration Services | Essential |
| People Management | Knowledge and understanding of managing and motivating individuals and developing teamwork. | Essential |
| Performance Management | Knowledge and understanding of collating performance related information and report compilation, analysing results and identifying interventions | Essential |
| Budget Management | Knowledge and experience of managing demand-led budgets; budget setting, monitoring and forecasting etc. | Essential |
| Contract Management | Knowledge and experience of specifying, procuring and managing supplier contracts. | Desirable |
| Change Management | Ability to devise and implement new processes to address operational needs and to increase effectiveness and efficiency. | Desirable |
| Equal Opportunities | Able to demonstrate equality of opportunity in service provision. Ability to communicate positively with people from a range of backgrounds. Clear understanding of the needs and circumstances of diverse communities | Essential |
| Relationship Management | Knowledge and experience of working cooperatively and negotiating with third party partners and suppliers to improve customer services | Essential |
| Registration Service Legislation and Knowledge | Confident current understanding and application of principles and procedures involved in Registration Service delivery with proven ability to monitor and support others. | Essential |
| Staff Development | Extensive knowledge and understanding of developing and managing staff development programmes, coaching, mentoring and motivational techniques. | Essential |
| Process Analysis | Confident understanding & application of principles and procedures of how to analyse and review business processes and make changes to improve efficiency and effectiveness | Desirable |
| **Skills** |  |  |
| Emotional intelligence and resilience | Highly developed interpersonal skills and emotional intelligence, as well as a high level of personal resilience, to work with judicial officers in a position of authority | Essential |
| Respect for others | Demonstrates respect for others at all times and champions this behaviour in others. Challenges unethical and inappropriate actions in others, safeguards and demonstrates Cambridgeshire County Council’s values | Essential |
| Self confidence | Remains calm and even-tempered, demonstrates assertiveness rather than aggressiveness when responding to challenging situations | Essential |
| Teamwork and Co-operation | Empowers the team, praises when job is well done, fosters cross team-working | Essential |
| Customer Focus | Strong personal focus on customer standards and ensures others work to that standard | Essential |
| Planning & Organising | Identifies important milestones and secures the resources needed to achieve medium to long-term objectives, promotes and ensures use of effective business systems, premises and new technology | Essential |
| Problem solving and Decision making | Creates and implements new and innovative approaches to tackling problems, examines the cause of problems as well as symptoms. Uses evaluative judgement based on analytical and interpretive thinking to devise and implement, and improve, work streams | Essential |
| Striving for Excellence | Identifies strengths of self and others in order to bring about continuous improvements | Essential |
| Initiative | Looks ahead and takes action to create an opportunity to avoid a future problem, challenges accepted/traditional methods | Essential |
| Effective Communication | Adapts communication style and frames messages to suit different audiences, identifies those who need to be informed and consulted. Confident in preparing and giving presentations, formal reporting writing and informal verbal communication. | Essential |
| Partnership Working | Builds a rapport with people outside the team in order to deliver services jointly | Essential |
| Negotiating and Influencing | Has personal credibility with a variety of groups and uses networks effectively | Essential |
| Information Technology | Competent and confident in using IT systems, including MS Office components. Actively seeks to implement new technology as an early adopter, to reduce costs and improve customer service. | Essential |

**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? | **Fixed** | Flexible | Field | Home |