

Job description

Details of the job

Post title:	Ceremony Operations and Development Manager
Salary grade:	Grade K
Location:	Haylock House, Kettering
Hours:	37 hours (Monday- Friday) with occasional weekend working especially during the summer period
Reports to:	Head of Registration, Celebratory and Coroners
Service area:	Registration Service, Legal and Democratic Services Directorate

Overall purpose of the post

The Registration Service has the statutory duty in North Northamptonshire to register life events such as births and deaths, and to take notices of marriage or civil partnership and to subsequently solemnise and register them.

This role will be responsible for managing all operational and development aspects of the Ceremony delivery function within the North Registration Service, and associated services.

To lead and motivate:

- The Ceremony delivery team
- The marketing and product development function
- The learning, development and quality assurance/ compliance function
- Any other relevant team within the service or organisation

In pursuit of the services goals to be the ceremony provider of choice in North Northamptonshire and to attract ceremony business from outside the county.

To be the point of contact in the service for associated services and for managing the relationships with government regulators (General Register Office, Home Office, UKVI etc.)

In this employment your duties may require you to work at various places within the geographical area of Northamptonshire and its surrounding areas.

Principal responsibilities

1. Accountable for operational management of the Ceremony delivery function, ensuring adequate staff resources are recruited, trained and available for delivering the ceremony rota, with spare capacity for contingency and growth.
2. Responsible for developing, setting and delivering the marketing and product development strategy for existing and new ceremonies and other products, increasing the quantity and range of products offered to customers inside and outside of North Northamptonshire to increase service income and reputation.
3. Responsible for the learning, development and quality assurance of post holders own team, working with the services Training, Development and Quality Assurance Manager, to ensure customer delight and to meet the standards required by the organisation and in the Registration Best Practice guidance.
4. To provide strategic support on ceremony and other registration issues to other parts of the Service, other services across the organisation and other stakeholders, such as interpretation of and compliance with new legislation, to ensure services are delivered efficiently, effectively and legally.
5. Co-ordinate and provide evidence gathering to achieve and maintain the Customer Service Excellence award. Ensure customer insight is captured and drives continuous improvement and lead projects that arise from this.
6. Deputise when required for the Head of Service, inside and outside of the organisation. Champion the service when liaising with other professionals and organisations to share best practice.
7. To hold a statutory post under relevant legislation, such as Superintendent Registrar, and to comply with its duties, including legal delivery of ceremonies, accurate and efficient management of secure stock, registers and associated records, and ensuring that when delegated, the duties are delivered accurately, efficiently and legally.
8. To Maximise customer satisfaction, embedding and championing the principles of customer focus throughout the Service and in interactions with other staff across and outside the Council.
9. To drive continuous improvement in service delivery for the service, through encouraging customer-facing staff to share their ideas for improving the service delivered to the customer.
10. Carry out any other duties relevant to the post to support the service or organisation, as directed by line manager.

11. To demonstrate awareness/ understanding of equal opportunities and other peoples behavioural, physical, social and welfare needs.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



PERSON SPECIFICATION

Post Title:	Ceremony Operations and Development Manager
Grade	K
Service Area:	Registration Service, Legal and Democratic Services.

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<ul style="list-style-type: none"> This post requires satisfactory clearance of a DBS check. Graduate level qualification in a relevant subject. 	<ul style="list-style-type: none"> Relevant qualifications in marketing and/or product development. Recognised qualifications in “Lean” processes. Recognised project management qualification. Recognised IT qualifications e.g. ITQ. ECDL or similar
Experience and Knowledge	<ul style="list-style-type: none"> Evidence of Customer Service Management experience (including management of operations function) where own and others performance is assessed against achievement of KPI’s. Previous Work experience that demonstrates a strong understanding of operational utilisation in a competitive, commercial environment. Experience of working in a service environment that is subject to high levels of compliance with statutory and/or corporate processes. Recognised experience demonstrating effective leadership of marketing and/or product 	<ul style="list-style-type: none"> Understanding of the legislation relating to registration of births and deaths and to marriages and civil partnerships. A working knowledge and experience of working within a local government environment. .



	<p>development resources to deliver business growth.</p> <ul style="list-style-type: none"> • Experience of leading a team that delivers a new product or service from concept to market, including market research, approvals, marketing, product development, operational rollout and staff training. • Experience of effective management of valuable resources e.g. cash, stock, or evidence etc.) including design, review and improvement of processes and supervision of staff to whom day to day activities are delegated. • Experience of using data to analyse historical activity to help design future products and services. • Experience of reviewing processes using “Lean” techniques, identifying improvements and driving through change effectively. • Experience of using project management techniques to manage change successfully by effective control of time, budget, scope and quality. • Recruitment and selection training or experience. 	
--	--	--

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
------------	--------------------	--------------------



North Northamptonshire Council

Ability and Skills	<ul style="list-style-type: none">• Able to work under pressure at strategic and operational levels.• Strong organisational skills.• Highly developed interpersonal skills, including listening and achieving customer insight.• Ability to role model behaviours and to expect stretch targets and continuous improvement to be met.• Ability to drive and travel across the county, and occasionally outside of the county.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	