

Registration Supervisor

Department: Infrastructure, Housing and Environment

Division: Regulation

Reports to: Registration Manager

JE reference: IHE1047

Grade: 7

Job purpose

Responsible for supervising the team of Registration Officers in the accurate processing of vehicle registrations on Island, ensuring legal compliance with the requirements bestowed on Driver and Vehicle Standards (DVS) through the Inspector of Motor Traffic. Monitoring the day to day workload of the Registration Officers and ensuring work is conducted to the highest regulatory standards. Acting as a point of referral to respond to less routine queries, providing advice and guidance to Officers as well as the general public regarding vehicle registration and other related vehicle and driving issues.

Job specific outcomes

Lead the day to day maintenance of the Jersey's Vehicle Register by supervising the frontline service for receiving and checking documentation relating to the registration, transfer and change of keeper vehicle details. Ensuring details are accurately recorded onto the registration system and comply with requirements for registration as prescribed under the Motor Vehicle Registration Laws and associated Orders.

Plan and control the work of Registration Officer, monitoring the day to day resources available to maintain appropriate levels of work. Assessing and reallocating work to ensure the most effective use of resources and the efficient provision of services. Support the Registration Manager in the selection, development and ongoing performance of Registration Officers. Ensuring appropriate training and support is provided to enable them to undertake their work effectively.

Monitor and oversee the cashiering functions of the Registration Office, investigating and resolving discrepancies and ensuring Registration Officers comply with the relevant Financial Codes of Direction. Ensuring prescribed fees are received in accordance with the Law.

Support Registration Officers in dealing with a range of queries relating to a wide range of registration, vehicle and driving related issues ensuring efficient customer service. Raising any highly contentious issues to the Registration Manager.

Undertake their own workload of registration and cashiering duties alongside the Registration Officers. Checking documentation, allocating registration numbers, booking vehicle inspections for UK and foreign vehicles, booking PSV (Public Service Vehicle) examinations and other vehicle inspections and issuing licences and badges, booking the relevant PSV driving tests, procedures for scrapped and exported vehicles, issuing certificates of origin as well as other administrative duties as required.

Attend roadside checks, when required, with Traffic Officers to operate digital checks of driver details of vehicles that are stopped, to update the registration system accordingly. Advise Traffic Officers if a compliance notice should be issued to owners for change of circumstances (e.g. change of address or ownership).

Identifies and proposes improvements to the Registration Office's practices and procedures to assist the Registration Manager in modernising services in line with industry best practice and to optimise customer experience. Assisting with maintaining the Computerised Vehicle Registration System and associated acceptance testing of updates. Supporting the Registration Manager implement changes to procedures and processes by administering training as necessary.

Support the Registration Manager in providing vehicle registration information, upon the appropriate data protection requests, to various enforcement agencies such as the States of Jersey Police, Customs and Immigration, the Viscount, Customer and Local Services and foreign jurisdictions. Escalating any sensitive cases directly to the Registration Manager.

Undertake other administrative and reception duties for DVS including typing reports, directing visitors, taking phone calls and maintaining filing systems in order to support the smooth running of the department.

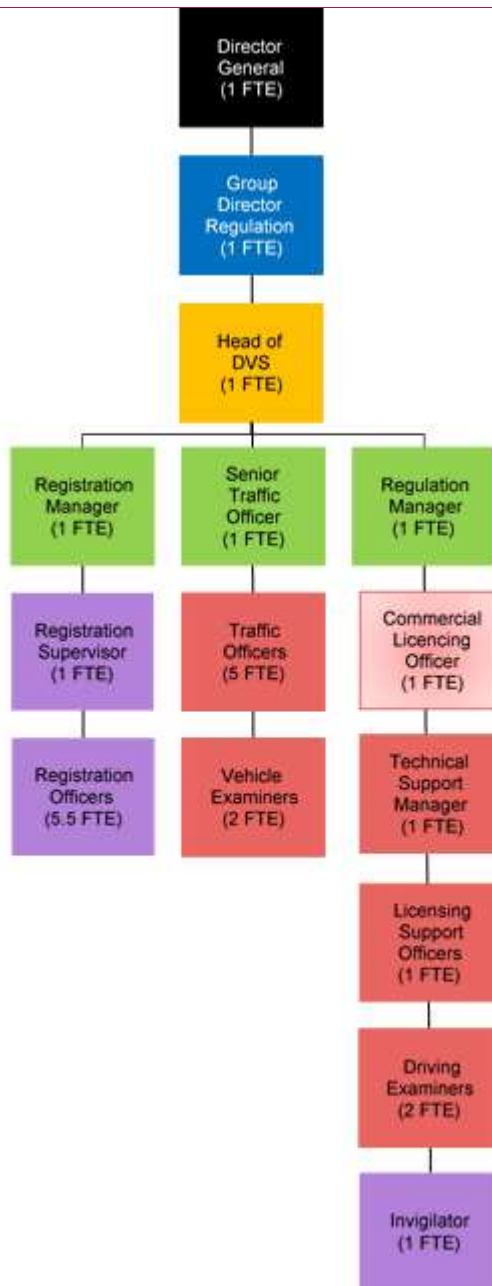
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- Registration of vehicles

Organisational structure



Tier 1
 Tier 2
 Tier 3
 Tier 4
 Tier 5
 Tier 6

Out of Scope
 TOM 2 (2021)

Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|--|--|---|
| <p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p> | <p>A good standard of education to GCSE or equivalent</p> <p>Relevant supervisor / management training</p> | <p>Maths an English Grade C or above at GCSE level</p> <p>A-Level</p> |
| <p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p> | <p>The ability to acquire, assimilate and gain a solid working knowledge of the Road Traffic Law and is associated legislation.</p> <p>The ability to acquire good knowledge of routine work procedures.</p> <p>Knowledge of how to motivate and lead a team to achieve effective results.</p> | <p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>The Infrastructure, Housing and Environment priorities, key objectives</p> <p>Motor vehicles.</p> |
| <p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p> | <p>Computer literate with ability to operate the Microsoft Office package.</p> <p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail to minimise the risk of errors in the registration system.</p> | |
| <p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p> | <p>Good interpersonal skills, with the ability to demonstrate diplomacy when dealing with members of the public, motor trades and others.</p> <p>Good verbal and written communication skills, with the ability to communicate effectively to a range of stakeholders.</p> | |
| <p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p> | <p>Some cashiering experience or be able to demonstrate confidence in handling large amounts of cash.</p> | <p>Experience working in busy a customer facing environment.</p> |

Core Accountabilities, Attributes and Behaviour Indicators

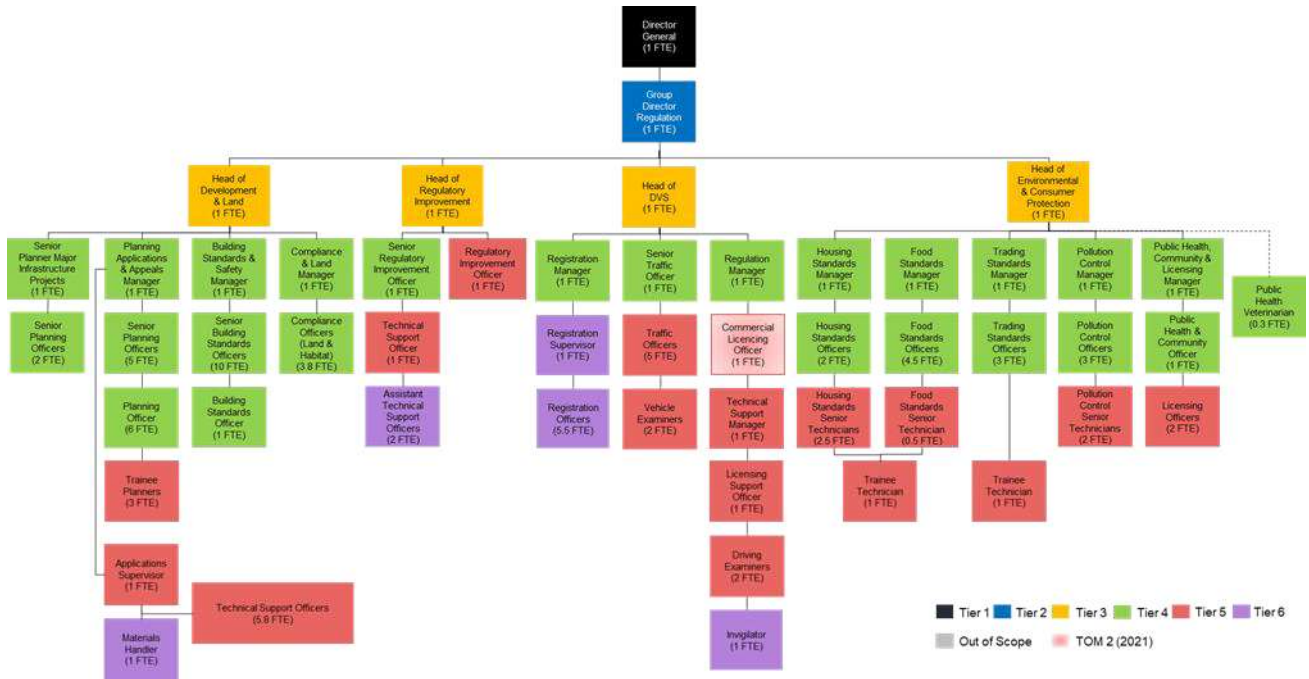
Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities, attributes and behaviour indicators.

Organisation chart



Organisation chart

Regulation Directorate



Tier 1
 Tier 2
 Tier 3
 Tier 4
 Tier 5
 Tier 6

Out of Scope
 TOM 2 (2021)

Date of Evaluation XXX

Post Number XXX

Post Band XXX