

Deputy Superintendent Registrar

Department:	Justice and Home Affairs
Section:	Superintendent Registrar
Reports to:	Senior Deputy Superintendent Registrar.
JE Ref:	JHA1145
Grade: CS10	JE Date: 15/01/2024

Job purpose

Reporting to the Senior Deputy Superintendent Registrar, the post holder will lead and manage the operational delivery of registration and statutory ceremony services and registration team in accordance with statutory requirements and policies and guidelines laid down by the Superintendent Registrar.

You will provide effective leadership ensuring registration and statutory ceremony services are delivered in a legally compliant, professional, efficient, timely and cost-effective manner as well as maintaining the high standards of customer services expected within the Government of Jersey.

Job specific outcomes

1. Leads and manages the Registration Team to ensure operational front-line delivery of core/standard births, deaths and marriage/civil partnership legal applications and registrations to the public of Jersey, including recruitment, training, development and performance management, ensuring all staff have a clear understanding of their roles and responsibilities and are consulted, supported, motivated, developed and trained effectively in order to achieve operational and strategic objectives and targets.
2. Ensures that all legal duties carried out by the Registration Team are precisely interpreted and carried out in accordance with statutory requirements, deadlines and legal requirements for registration and the Superintendent Registrar's policies and guidelines, whilst delivering a highly professional frontline service and encouraging a culture of attention to detail and accuracy.
3. Escalates all matters relating to non-standard, complex or unusual applications, matters requiring an interpretation of the law or policy and any matters relating to re-registration of birth, stillbirth, adoption, parental orders, gender recognition, corrections, special circumstances marriage/civil partnership applications to the Superintendent Registrar, including all requirements for marginal notes or extraordinary notations in civil registers.

4. Works with the Superintendent Registrar to manage and resolve customers complaints.
5. Manages the operational provision of in person appointments to the public of Jersey relating to civil registration and applications for marriage/civil partnership/conversion, and holds responsibility for ensuring the Registration Team interviews couples in accordance with the legal civil preliminaries to marriage and civil partnership and answers to the Superintendent Registrar if required such that all business is conducted in accordance with statutory and policy requirements.
6. Manages the operational provision of bookings at the Ceremony Room at the Office of the Superintendent Registrar, including providing advice and responding to questions and issues relating to the solemnisation of statutory ceremonies and terms and condition of use of the Ceremony Room.
7. Responsibility, on behalf of the Superintendent Registrar, for registering statutory unions according to the provisions of the law, and solemnises marriage, civil partnership and conversion to marriage/civil partnership ceremonies at the Register Office or any other location as required.
8. Administers the booking of customer appointments for all aspects of services provided by the Office of the Superintendent Registrar to the general public.
9. Records the registrations of birth and death in official registers ensuring that relevant statutory procedures and the Superintendent Registrar's policies are followed.
10. Manages the operational provision of access to public records held at the Office of the Superintendent Registrar, as well as provision of certified copy certificates in accordance with statutory requirements and in particular in relation to the protection of classified records.
11. Maintains records of certificates issued and accounts to the Superintendent Registrar for all stock accurately.
12. Manages the training and supervision of all Authorised Civil Celebrants, including annual CPD and licensing requirements.
13. Holds in depth knowledge of the statutory requirements of registration and underpinning policies and guidelines to ensure that services delivered on behalf of the Superintendent Registrar are delivered within the required statutory and policy
14. Assists the Superintendent Registrar to design and implement internal and external policies, standard operating procedures and staff training manuals to ensure service standards and statutory obligations are set, monitored and upheld.
15. Holds responsibility for income collection, raising of invoices and general management of income and payments related to the registration service, and ensures

all income and expenditure is processed and reconciled in accordance with legislation, financial regulations and audit requirements.

- 16. As a statutory post holder, holds personal liability for a range of registration offences.
- 17. Attends hospitals, private homes and places of marriage to carry out any Registration function as required.

Statutory responsibilities

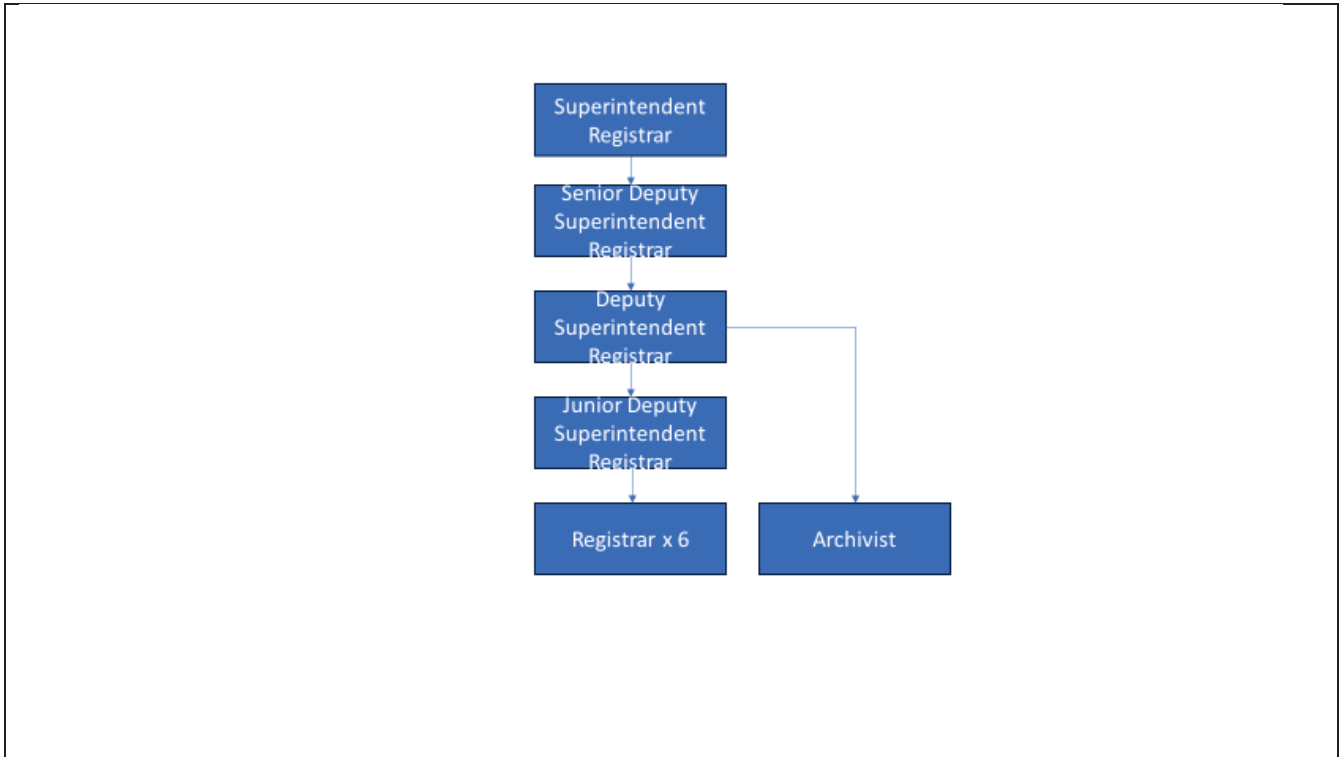
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to Degree Level/Level 5 in a relevant subject, or equivalent qualification or work experience.	Management Qualification
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>	Knowledge of archival and records management systems, practices and understanding of the preservation of paper and digital records	Knowledge of Jersey Law
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i>	Basic French language skills including interpretation of written French text (as the majority of records held are in the French language) Excellent written, reading and verbal skills.	Driving licence

<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>Excellent standard of written communication skills as well as excellent practical writing skills as required for registration purposes.</p> <p>Excellent judgment, decision making and problem solving skills.</p> <p>Ability to delegate down or up according to operational/statutory demand. Ability to problem solve, produce results under pressure and manage a large and diverse workload.</p> <p>Ability to withstand significant and unanticipated pressure and challenge in a manner which demonstrates high standards of integrity and resilience.</p> <p>Committed to customer focused principles as well as delivering excellent customer service.</p> <p>Business acumen to identify and pursue new income generating opportunities.</p> <p>Ability to be innovative and challenge long held assumptions with a view to improving service delivery.</p> <p>Ability to develop and implement service plans, policies and procedures to deliver a quality service to the public of Jersey.</p> <p>Excellent attention to detail A good communicator with proven ability for public speaking.</p>	
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	<p>Ability to provide clear and fair leadership as well as to motivate and manage staff performance and wellbeing.</p> <p>Personally and emotionally resilient and able to manage difficult subject matter including infant mortality.</p> <p>Ability to multi task and prioritise work without direction.</p> <p>IT literate and an ability to adapt to specific software applicable to the registration service</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>Successful history of developing and leading a team that is committed to strong performance, high standard and quality services.</p> <p>Proven experience of working within legal frameworks and to tight deadlines within a pressured environment.</p> <p>Proven substantial experience of effectively leading, managing and supervising staff.</p> <p>An experienced people manager who can demonstrate successful leadership, delegation and the ability to engage, develop and motivate staff.</p> <p>An experienced customer services background with a commitment to providing exemplar public service within strongly defined legal or policy frameworks.</p> <p>Excellent communication and interpersonal skills.</p>	

	Experience of building effecting partnerships both internally and externally.	
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Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.