

Senior Deputy Superintendent Registrar

Department: Justice and Home Affairs

Section: Office of Superintendent Registrar

Reports to: Superintendent Registrar

JE Ref: JHA1146

Grade: CS11

JE Date: 15/01/2024

Job purpose

Reporting to the Superintendent Registrar the post holder has the responsibility to assist the Superintendent Registrar to lead the Office of the Superintendent Registrar as the national civil registration service for Jersey.

This post directly assists the Superintendent Registrar, as statutory head of civil registration for Jersey, to ensure the full range of national registration responsibilities and legal duties held by the Superintendent Registrar are delivered in accordance with statutory requirements and policies of the Superintendent Registrar, including regulating the operational work of the Registration Team.

The postholder will also lead and deliver a high quality, cost effective and highly professional civil registration service on behalf of the Government of Jersey to the people of Jersey, whilst creating a culture of innovation and continuous improvement in civil registration in Jersey.

Job specific outcomes

1. Directly assists the Superintendent Registrar to oversee and provide governance for operational civil registration in Jersey including as the reporting manager to the Deputy Superintendent Registrar who leads the Registration Team.
2. Assists the Superintendent Registrar as the custodian of all civil registration records for the Island of Jersey and ensure appropriate storage, integrity and handling of the records are maintained.
3. Assists the Superintendent with legislative development projects, including through the stages of development with Policy Officers and the Law Officers Department and through to implementation across the Registration Service and with external stakeholders.
4. Represents the Superintendent Registrar and Office of the Superintendent Registrar, where required, at senior leadership meetings, including at meetings with

the Minister for Justice and Home Affairs, with the Chief Officer for Justice and Home Affairs, Scrutiny Hearings and at any meetings with senior internal and external stakeholders, developing and maintain effective working relationships.

5. Act on behalf of the Superintendent Registrar to directly administer and register stillbirths, adoptions, Parental Orders and Gender Recognition Orders as well as re-registrations of birth.
6. Act on behalf of the Superintendent Registrar to act as senior officer providing advice and guidance to the Deputy Superintendent Registrar (on behalf of the Registration Team) in relation to complex, extraordinary or non-standard aspects of registration services.
7. Acts as the direct report for the Deputy Superintendent Registrar and, together with the Superintendent Registrar, monitors/has oversight for the performance and statutory compliance of the operational registration function led by the Deputy Superintendent Registrar. Ensures staff recruitment, development and performance management is in place across the service.
8. Advises staff and stakeholders on the correct practices and procedures involved in administering the laws under which the Superintendent Registrar discharges her statutory responsibilities.
9. Assists the Superintendent Registrar to assess and facilitate registration corrections via the Royal Court or Ministerial Decision processes and manage all additions of marginal notes to the registration records.
10. Assists the Superintendent Registrar in the carrying out of government initiatives/corporate requirements.
11. Assists the Superintendent Registrar in the gathering and reporting of statistics including Quarterly Returns and the Superintendent Registrar's Annual Statement.
12. Assists the Superintendent Registrar alongside the Deputy Superintendent Registrar to design and implement internal and external Office of the Superintendent Registrar procedures and standard operating procedures, and Assists in design implement and work to continually improve digital services offered by the service.
13. Provides written or oral interpretation of the law or legal documents when required and requests /acts upon legal advice from the Law Officers' Department where required.
14. Acts on behalf of the Superintendent Registrar to inspect and licence all approved locations for marriage and to oversee the register of approved locations and approved religious locations.
15. Assists the Superintendent Registrar as statutory regulator for all Authorised Civil Celebrants and Authorised Religious Officials, including to recruit and train

Authorised Religious Officials. To oversee the registers for Authorised Civil Celebrants and Authorised Religious Officials.

16. Assists the Superintendent Registrar to ensure a programme of historical records management is in place for all registers and associated documentation held at the Office of the Superintendent Registrar.
17. Assists the Superintendent Registrar to design and procure all statutory documents and registers required in law and operationally across the service.
18. Assists the Superintendent Registrar to design, implement and work to continually improve standard operating procedures, policies and guidelines across the service as well as website and marketing content relating to the service so as to contribute to the promotion and marketing of the service.
19. Assists the Superintendent Registrar to represent the service with media enquiries, communications strategies as well as with responses to Freedom of Information and Subject Access Request queries.
20. Assists the Superintendent Registrar in the management of the OSR budget in line with corporate policies and procedures.
21. Solemnises marriages, civil partnerships and conversions to marriage/civil partnership by leading legal ceremonies including in the Register Office, at Approved Locations and in particular, at Special Circumstances ceremonies.
22. Assists the Superintendent Registrar in the management of complaints.
23. As a statutory post holder, holds personal liability for a range of registration offences.

Statutory responsibilities

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

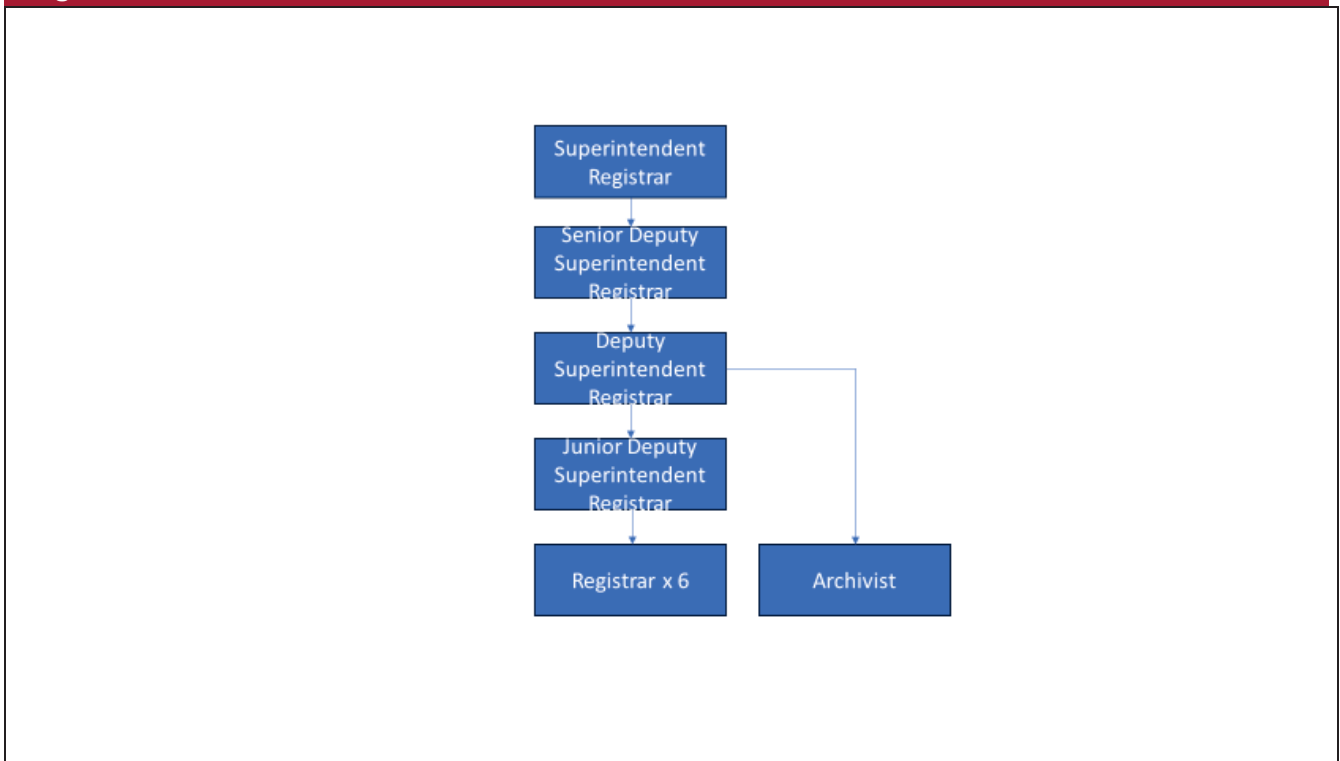
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
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| Qualifications Please state the level of education and professional qualifications and | LLB Degree (post graduate equivalent) | |

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| / or specific occupational training required. | French language qualification | |
| <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>Demonstrated ability to understand and interpret the law, including possession of or ability to acquire a thorough knowledge of relevant Jersey legislation and the associated policies of the Superintendent Registrar.</p> | <p>Knowledge of Jersey's political framework would be desirable.</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>French language skills including interpretation of written French text (as the majority of records held are in the French language)</p> | <p>Driving licence</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>An innovative thinker with sound analytical skills and the ability to adopt a practical approach to dealing with complex procedural and legal issues.</p> <p>Excellent standard of written communication skills demonstrating the ability to explain complex matters of legislation in plain English as well as excellent practical writing skills as required for registration purposes</p> <p>An aptitude for acting in the public arena with stakeholders at all levels</p> <p>Ability to independently problem solve, to demonstrate sound judgment, 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> | |

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| | <p>Excellent communication and interpersonal skills – ability to negotiate successful business outcomes.</p> <p>Strategic and political acumen including to provide a strategic lead on major projects, developments of legislation and service development issues, including new initiatives and partnership working,</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> <p>Ability to provide clear and fair leadership as well as to motivate and manage staff performance.</p> <p>Personally and emotionally resilient and able to manage difficult subject matter including infant mortality.</p> | |
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| | <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 as well as paper documentation.</p> <p>An interest in the laws of Jersey and in historic record management.</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>An experienced people manager who can demonstrate successful leadership, delegation and the ability to engage, develop and motivate staff.</p> <p>Customer service experience would be advantageous</p> <p>Change management experience.</p> <p>Experience of building effecting partnerships both internally and externally.</p> <p>Proven experience of working within legal frameworks and to tight deadlines within a pressured environment.</p> | <p>Experience of working within a political framework.</p> |

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.