Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport | **Achieving as a Team** | **Working with Ambition** | **Showing everyone Respect**

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – Best for Inclusion winner at the Greater Manchester Good Employment Awards 2026

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



RACE EQUALITY MATTERS MEMBER 2025/26

We are a Living Wage Employer

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

Greater Manchester Guaranteed Assessment Scheme

disability confident EMPLOYER

ARMED FORCES COVENANT

STOCKPORT METROPOLITAN BOROUGH COUNCIL

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About the Job

Role:	Registration Officer
Service Area:	Registration Service
Directorate:	Services to Place
Salary Grade:	Scale 5 plus 1* *for some weekend working

Main Purpose of the Job

To contribute to the key aims and objectives of the organisation, both within the post holder's specific remit, across the section and Council as a whole.

Key Responsibilities

1. Problem Solving/Creativity/Maintaining Standards

- Respond to issues requiring a good understanding of work-area policies and procedures.
- Resolve more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks.
- Take a moderate level of accountability in the delivery of services offered by Corporate and Support Services Directorate.
- Analyse and interpret a variety of situations and determine the most appropriate course of action. Resolution requires developing unbiased approaches based on understanding of precedents and past practices.
- Use appropriate tools available to undertake the task as efficiently as possible
- Use relevant information from various sources to solve problems that impact own work area
- Update manuals/procedures and provide training to colleagues where appropriate
- Prioritise work, taking into account own work area and needs of larger work area.
- Work as part of team understanding and focusing on how the role supports the teams and departments priorities
- Work with colleagues to co-ordinate, develop and improve systems/processes to help ensure improved service delivery to the Borough of Stockport.
- Support the change management of business processes to make improvements that drive out inefficiencies and add value to the Service.

2. Responsibility and Accountability

- Responsible for the receipt and acknowledgement of queries with appropriate tracking and response
- Responsible for prioritising work where most senior of a remote based business support team
- Responsible for supporting others to embed new ways of working

3. Communication

- Interpret and communicate established processes and procedures to a range of audiences
- Convey information/advice to others that can be complex in nature and oversee implementation of any action
- Share information, verbally and in writing, in a clear and concise manner.
- Tailor communication to different audiences.

4. Decision Making

- Obtain necessary level of information to inform decision making guided by general instructions and practices requiring interpretation.
- Articulate when necessary how decisions have been reached
- Provide advice and feedback to support others decision making
- Automatically make decisions on routine issues.
- Follow departmental procedures and recommend changes to work-area processes.
- Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures

5. Knowledge and Skill

- Detailed knowledge and understanding of own work area and how it impacts wider operations within the Council.
- Ability to use the appropriate system in place applicable in the service area with specific support and training
- Keep up to date with issues relating to the work of the team and department
- Proactively research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team
- Detailed expertise in a range of systems, workplace regulations and practice within the Council
- Safe manual handling and ability to lift where appropriate
- Personal Health and Safety in the Workplace

6. Risk management

- Understands the risks associated with the nature of the service you are supporting and identifies areas of concern, taking any initial remedial action and raising these appropriately with a manager

7. Innovation and Flexibility

- Ability to transfer skills to a range of service areas with specific support and knowledge available.
- Ability to pick up variance in approaches within specific support and knowledge provided.
- Ability to consider better ways of delivering support, communicating this as a proposed change

- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

- To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be taken into account.
- To be part of the on-call rota for weekend working (faith deaths and marriage by Registrars General's licence) – appropriate renumeration given.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

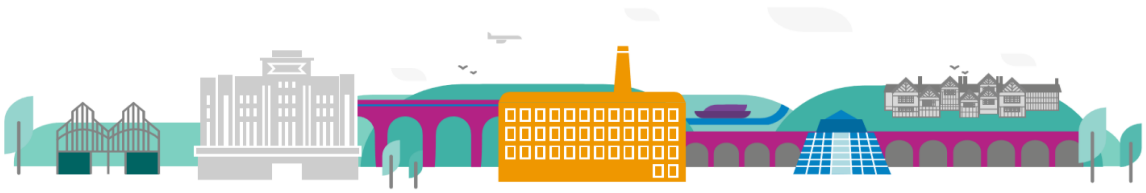
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.



- Knowledge and understanding of the Registration Service work area and/or specialised skill.
- Experience of supporting team projects, achieving objectives on time and to high quality.
- Ability to work in sensitive environments requiring sympathy, empathy and understanding.
- Experience of working flexibly across multiple teams to implement change or delivery of key innovative projects.
- Experience of supervising and directing others working within teams.
- Experience of working in and providing value for money, high quality, customer focussed services.
- The ability to converse at ease with customers and provide advice in accurate spoken English.
- Effective interpersonal skills, working with colleagues (within the team and wider partners) to achieve positive service outcomes.
- Ability to negotiate and influence.
- Effective organisational skills.
- Analytical skills with the ability to interpret data and information and identify trends and inaccuracies to inform solutions.
- Effective written and presentational skills.
- Effective oral presentational communication skills including ability to speak comfortably and professionally when addressing a large audience.
- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above including Microsoft Office packages e.g. Excel and Word.
- Where appropriate, clean driving license.