



Job description			
Job title	Customer Services Operations Manager		
Grade	P		
Directorate	Resources		
Service/team	Registration Team, Customer Services		
Accountable to	Head of Customer Services		
Responsible for	Registration Team Customer Liaison Team		
JE Reference	A4726	Date Reviewed	27.5.25

Purpose of the Job

Responsible for the provision of Knowsley's Civil Registration Service, management and development of staff, ensuring compliance with statute as set out in Registration Acts and the Registrar General's Regulations.

To drive excellent, efficient, and quality customer service, meeting the needs and expectations of customers.

Oversee the management of the Customer Liaison function, providing an effective, accessible service to enable residents to contact the Council to raise comments, compliments, complaints, freedom of information and subject access requests. Ensure policy and protocol is understood and followed by Council Officer's, and that statutory obligations are met.

Facilitate and implement business improvement and change programmes, and the introduction of new legislation.

Support the wider Customer Services agenda, projects, and initiatives.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Act as Proper Officer's Representative for the local Authority, deputising for the Proper Officer when required.



2. To be responsible for the provision of statutory civil registration services in accordance with the General Register Office's agreed Code of Practice, Registration Acts and service standards.
3. Appointed as a Deputy Superintendent Registrar & Deputy Registrar for the local authority, delivery of all responsibilities relating to the statutory role.
4. Lead, manage and develop the registration team to deliver efficient and quality customer service, which meets the needs and expectations of customers.
5. Oversee the management of the Customer Liaison team and function, providing an effective, accessible service to enable residents to contact the Council to raise comments, compliments, and complaints in relation to Council services, Adult's and Children's Social Care.
6. Oversee the administration of freedom of information and subject access requests, supported by the Council's Data Protection Officer.
7. Ensure complaint and disclosure policies and protocol are understood and followed by council officers, and that statutory obligations are met.
8. Deliver customer liaison support services to staff and senior officers, support with the co-ordination and response to complex complaint matters.
9. To be responsible for and manage the Registration Service and Customer Liaison budgets.
10. Lead development projects to bring about service improvements, and best practice, and deliver a value for money, quality service.
11. To keep abreast of legislation, policy and modernisation plans affecting the registration service and customer liaison function; proactively acting upon, implementing and adapting any required changes into the business.
12. To ensure the most effective use of technology, and assist with the development and implementation of technological solutions to improve customer access and the customer experience, and create efficiencies within the service.
13. To actively seek and promote new areas of business, maximise customer uptake of existing services and identify income generation streams.
14. Develop the registration service and customer liaison business plan, work programmes and strategies, setting clear objectives and targets.
15. To continually develop as required the performance management framework to establish measurement systems that provide meaningful data to assist service delivery. Responsible for the monitoring, collection and review of performance data, its verification and the production of performance reports. To drive the achievement of performance management targets and take necessary action in the event of shortfalls.
16. Develop and maintain business continuity plans to ensure that the service is robust to respond in the event of an emergency.
17. Prepare and submit formal reports to Leadership Team, the Cabinet Member or other groups as required.
18. Develop local procedures and policies for staff and service users.



19. To develop and maintain effective communication and partnerships with colleagues, clients, customers and other stakeholders. Represent the services at meetings with internal and external partners, relevant to any of the activities of the services as necessary.
20. To oversee the effective management of staff resources in relation to customer demands and the day-to-day business operation.
21. To support and participate in other projects and change programmes within the wider customer services agenda as directed by the Proper Officer for Registration (Assistant Executive Director - Corporate Support) and the Head of Customer Services.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.