

Person Specification

JOB TITLE:	<u>Deputy Registrar</u>	POST NO: 000952	
SCALE:	<u>7</u>	DEPARTMENT:	<u>Register Office</u>
DIVISION:	<u>Resources, Customer Services</u>	DIRECTOR:	<u>Marion Kelly</u>
DATE:	<u>January 2013</u>	COMPLETED BY:	<u>Mark Sandhu</u>

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Good local knowledge of Peterborough and the surrounding area (A,W) 	<ul style="list-style-type: none"> • Knowledge and understanding of current legislation affecting the Registration service (A, I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Polite and caring manner with good listening and questioning skills (A, I) • Ability to work both individually and as part of a team and liaise with external agencies effectively (A) • Willingness and ability to understand complex registration legislation after training and adapt to change and new working practices (A) • Ability to work accurately, under pressure and to strict time limits (A, W) • Ability to speak well before a large audience (A,I,) • Legible handwriting and accurate spelling (A,W) • Speedy and accurate keyboard skills (A,W) 	

<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Experience of working in a very busy environment to exacting standards requiring attention to detail. (A, I) • Experience of serving the public and difficult situations (A, I) • Experience of secure cash handling in an office environment (A) • Experience of using computer packages to produce documents and statistics accurately (A,W) • Experience of confidentiality issues and familiarity with handling sensitive material (A,I) 	<ul style="list-style-type: none"> • Experience of working in a register office (A, I) • Experience of taking responsibility within an office environment (A, I)
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • A level qualification or equivalent (A) • Evidence of recent study (A) • Good command of spoken and written English (A, I, W) 	<ul style="list-style-type: none"> • ECDL qualification or equivalent
<p>PERSONAL CIRCUMSTANCES</p>	<ul style="list-style-type: none"> • Weekend availability - to work on a rota for ceremonies at weekends (A, I) • Driving licence and access to a vehicle (A) • Smart appearance (A, I) 	
<p>EQUALITY</p>	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. 	
<p>CUSTOMER CARE</p>	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care 	