

**Person Specification**

<b>JOB TITLE:</b>	Registration Support Officer	<b>POST NO:</b>	
<b>GRADE:</b>	6	<b>DEPARTMENT:</b>	Strategic Resources
<b>HOURS</b>		<b>DIRECTOR:</b>	
<b>DIVISION:</b>	Customer Services, Register Office	<b>COMPLETED BY:</b>	Mark Sandhu
<b>DATE:</b>	April 2017		

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• <b>Good knowledge of Peterborough and the surrounding area (A, W)</b></li> </ul>	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• <b>Polite and effective manner with good listening and questioning skills (A, I)</b></li> <li>• <b>Ability to maintain a calm and confident approach at all times (A, I)</b></li> <li>• <b>To work both individually and as part of a team and to demonstrate flexibility in approach and willingness to undertake tasks at short notice to support the needs of the business and colleagues (A, I)</b></li> <li>• <b>Possess agile thinking and personal accountability to ensure priorities are identified and work is completed accurately, efficiently and to required timescales (A, I)</b></li> <li>• <b>Ability to and confidence in liaising with external agencies, business partners and colleagues</b></li> <li>• <b>Willingness and ability to understand registration legislation after training and to apply this knowledge effectively. (A)</b></li> <li>• <b>Speedy and accurate keyboard skills (A, W)</b></li> </ul>	

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in a very busy office environment to exacting standards requiring attention to detail. (A, I)</li> <li>• Experience of serving the public and difficult situations (A, I)</li> <li>• Experience of secure cash handling in an office environment (A)</li> <li>• Experience of using computer packages to produce documents and statistics accurately (A, I)</li> <li>• Experience of confidentiality issues and familiarity with handling sensitive material (A, I)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a register office</li> <li>• ECDL qualification or equivalent</li> <li>• Experience of using imprest</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Must be educated to GCSE or 'O' level standard in English and Maths at grade C or above (A,I,W)</li> <li>• Good command of spoken and written English (A,I, W)</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Smart appearance (A, I)</li> <li>• Driving licence and access to a vehicle (A)</li> <li>• Must be willing to work extra to contract as necessary and on a rota for ceremonies at weekends (A, I)</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*At the end of each criterion the following codes are used to indicate how this will be assessed: A, I, W (application, interview, work test)*