

Person Specification

JOB TITLE:	Deputy Registrar	POST NO:	TBC
GRADE:	8	DEPARTMENT:	Register Office
HOURS:	Various	DIRECTOR:	<u>Peter Carpenter</u>
DIVISION:	Strategic Resources	COMPLETED BY:	<u>Judy Wilson</u>
DATE:	May 2019		

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Working knowledge of Microsoft Office or equivalent. (AI) Good knowledge of Peterborough and the surrounding area. (AI & W) 	<ul style="list-style-type: none"> Knowledge and understanding of current legislation, policy and guidance relating to the Registration Service. (AI)
SKILLS & ABILITIES	<ul style="list-style-type: none"> High level of self-motivation with the ability to work accurately and to strict time scales both unsupervised on own initiative and as part of a team. (AI & W) Strong communication and excellent inter-personal skills and the ability to work with people at all levels and communicate effectively with a wide and diverse range of customers. (AI) Deal with and respond to sensitive and potentially distressing situations and keep calm under pressure. (AI) Willingness and ability to understand complex registration legislation after training and adapt to change and new working practices. (AI) Effective organiser, with the ability to autonomously plan and prioritise work in order to meet deadlines and achieve targets. (AI) Agile thinker with a flexible approach and willingness to undertake tasks at short notice (AI) Desire to learn new skills and the resilience to work in a demanding environment. (AI) 	

EXPERIENCE	<ul style="list-style-type: none"> • Working in a busy public facing environment to exacting standards requiring attention to detail. (AI & W) • Public speaking before a large audience. (AI & P) • Serving the public and dealing with difficult and challenging situations. (AI) • Partnership working and building good relationships with internal and external partners. (AI) • Secure cash handling in an office environment. (AI) • Working in a customer service environment and an understanding of the importance of confidentiality when working with sensitive and personal material. (AI) 	<ul style="list-style-type: none"> • Previous registration experience. (AI) • Taking responsibility within an office environment. (AI)
QUALIFICATIONS	<ul style="list-style-type: none"> • A level qualification or equivalent (A) • Good command of spoken and written English 	<ul style="list-style-type: none"> • Evidence of recent study
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • To work regularly on a rota for ceremonies at weekends and participate in an on-call rota at weekends and bank holidays. (A) • To work extra to contract on a weekday and occasional unsociable hours in order to cover the needs of the business (A) • Hold a current UK driving licence and have access to a vehicle for work. (A) • Be prepared to undertake training as necessary for the effective implementation of the post requirements. (A) • Smart appearance (I) 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (AI)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (AI)	

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