

**Person Specification**

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

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office or equivalent. (AI)</li> <li>Good knowledge of Peterborough and the surrounding area. (AI &amp; W)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of current legislation, policy and guidance relating to the Registration Service. (AI)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>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 &amp; W)</li> <li>Strong communication and excellent interpersonal skills and the ability to work with people at all levels and communicate effectively with a wide and diverse range of customers. (AI)</li> <li>Deal with and respond to sensitive and potentially distressing situations and keep calm under pressure. (AI)</li> <li>Willingness and ability to understand complex registration legislation after training and adapt to change and new working practices. (AI)</li> <li>Effective organiser, with the ability to autonomously plan and prioritise work in order to meet deadlines and achieve targets. (AI)</li> <li>Agile thinker with a flexible approach and willingness to undertake tasks at short notice (AI)</li> </ul>	

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