

## Person Specification

<b>JOB TITLE:</b>	<b>Ceremony Officer</b>	<b>POST NO:</b>	
<b>GRADE:</b>	<b>6</b>	<b>DEPARTMENT:</b>	<b>The Register Office</b>
<b>HOURS:</b>	<b>Casual</b>		
<b>DIVISION:</b>	<b>Resources</b>	<b>DIRECTOR:</b>	<b><u>Pete Carpenter</u></b>
<b>DATE:</b>	<b>April 2017</b>	<b>COMPLETED BY:</b>	<b>Mark Sandhu</b>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Proven knowledge of applying legislation and complying with legal guidelines (A,I)</li> <li>Knowledge of equality practices and customer care services (A, I)</li> <li>Demonstrate an understanding of the services provided by the Registration Service (A, I)</li> </ul>	<ul style="list-style-type: none"> <li>Good local knowledge of Peterborough and the surrounding area (A,W)</li> <li>Knowledge of Registration Acts and Statute (A,I)</li> <li>Understanding of current legislation affecting (1) Registration service, (2) Health &amp; Safety, (3) Data Protection acts (A, I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Polite and Caring manner with good listening and questioning skills (A,I)</li> <li>Able to communicate effectively with colleagues and the public (A, I, P)</li> <li>Proven customer focussed approach, skills and experience to handle, resolve and negotiate difficult and emotional situations with the confidence to take decisions (A, I)</li> <li>Ability to work both individually and as part of a team, taking responsibility for your actions and liaise with external agencies (A)</li> <li>Excellent time management, working accurately to timescales (A, W)</li> <li>Able to command, conduct and manage various sized groups using excellent interpersonal and communication skills, whilst ensuring legal requirements are upheld in a wide variety of venues (A, I,)</li> <li>Legible handwriting and accurate spelling (A, W)</li> <li>Speedy and accurate keyboard skills (A, W)</li> <li>Experience of working to exacting standards at speed, with attention to detail (A, W)</li> <li>Understanding and practical experience of serving diverse groups of the public in a warm</li> </ul>	<ul style="list-style-type: none"> <li>Ability to interpret and apply Registration law (A. I)</li> <li>Experience of working in a professional service delivery environment (A,I)</li> </ul>

	but professional and business-like manner whilst continuing to deliver a high standard of service, sometimes in difficult situations (A, I) <ul style="list-style-type: none"> <li>Public speaking experience/and or delivering presentations in a calm and confident manner (A, P)</li> <li>Experience of secure cash handling and basic accounting (A, I, W)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working to exacting standards at speed, with attention to detail (A, W)</li> <li>Understanding and practical experience of serving diverse groups of the public in a warm but professional and business-like manner whilst continuing to deliver a high standard of service, sometimes in difficult situations (A, I)</li> <li>Public speaking experience/and or delivering presentations in a calm and confident manner (A, I)</li> <li>Experience of secure cash handling and basic accounting (A, I, W)</li> <li>Commitment to and experience of adhering to data protection (A, I)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of interpreting and applying Registration law (A, I)</li> <li>Experience of working in a professional service delivery environment (A, I)</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Must be educated to 'A' level standard OR hold the relevant equivalent experience (A)</li> <li>Must have a current driving licence and a vehicle to use (A)</li> <li>Good command of spoken and written English (A, I)</li> </ul>	ECDL qualification or equivalent
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>Able to be flexible regarding hours and days of work and with the ability to respond positively to unexpected fluctuations in workload and seasonal demands.</li> <li>High standard of personal presentation (A, I)</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A, I)</li> <li>Knowledge of local demographics in relation to age, ethnicity, disability and gender (A, I)</li> </ul>	Knowledge of Equal Opportunities Legislation
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[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.]*