

## Person Specification

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

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