



Person Specification			
Post title	Registration Support Advisor	Grade / Salary	E

*** * * This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months * * ***

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working within a registration service or customer services environment	CV
S2	Experience of presenting or speaking to a large and varied audience	CV / I / P
S3	Ability to deal with difficult and sensitive situations	CV / I
S4	Able to demonstrate a customer care ethos	CV / I
S5	Ability to prepare and present information clearly, accurately and concisely	CV / I / P
S6	Competent level of numeracy with experience of reconciliation processes	CV
S7	Ability to plan and prioritise	CV / I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Ability to build good working relationships with colleagues, customers and partners	CV / I
P3	Ability to work flexibly	CV / I
P4	Commitment to improve our services and adapt positively to change	CV / I
P5	Current driving licence with access to a car or equivalent mobility	CV
P6	A flexible approach to work. Weekends and bank holidays to be worked on a rota basis dependent	CV

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	on ceremony demand.	
Communication		
C1	Excellent communication skills with the ability to communicate effectively to a wide and varied audience	CV / I
C2	Interpersonal skills	CV / I
Qualifications		
Q1	Have undertaken or be prepared to undertake Equality & Diversity Training	CV

A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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