



| Person Specification | | | |
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| Post title | Registration Support Advisor | Grade / Salary | E / £24,294 - £25,979 |

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 / SS |
| S2 | Experience of presenting or speaking to a large and varied audience | CV / SS I / P |
| S3 | Ability to deal with difficult and sensitive situations | CV / SS / I |
| S4 | Able to demonstrate a customer care ethos | CV / SS / I |
| S5 | Ability to prepare and present information clearly, accurately and concisely | CV / SS / I |
| S6 | Competent level of numeracy with experience of reconciliation processes | CV / SS |
| S7 | Ability to plan and prioritise | CV / SS / 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 / SS / I |
| P3 | Ability to work flexibly | CV / SS / I |
| P4 | Commitment to improve our services and adapt positively to change | CV / SS / I |
| P5 | Current driving licence with access to a car or equivalent mobility | CV / SS |
| P6 | A flexible approach to work. Weekends and bank holidays to be worked on a rota basis dependent on ceremony demand. | CV / SS / I |
| Communication | | |

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

CV/SS = Curriculum Vitae/Supporting Statement **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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