



Person Specification			
Post title	Senior Registration Advisor	Grade / Salary	Pay Band G / £29,777 - £31,364 per annum

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, delivering the full range of statutory registration services.	CV/SS / I
S2	Knowledge of, and experience of working to, Registration Acts, Regulations and Government policy relating to civil registration, with the ability to interpret complex legislation.	CV/SS / I
S3	Ability to manage operational resources in relation to customer demand	CV/SS / I
S4	Experience of supervising a team	CV/SS / I
S5	Experience of financial management, accounting and reconciliation processes.	CV/SS / I
S6	Experience of delivering registration training and coaching staff	CV/SS / I
S7	Ability to prepare and present information clearly, accurately and concisely	CV/SS / I
S8	Ability to work flexibly and adapt positively to change	CV/SS / I
S9	Ability to build good working relationships with colleagues, customers and partners	CV/SS / I
S10	High level of organisational skills, working in pressured situations to meet multiple deadlines.	CV/SS / I
S11	Able to demonstrate a customer care ethos	CV/SS / I
S12	Ability to work as part of a team, sharing workloads and best practice	CV/SS / I
S13	Experience of supporting service improvement and change projects.	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	Current driving licence with access to a car or equivalent mobility	CV/SS / I

June 2024





P3	A flexible approach to work. Weekends and Bank Holidays to be worked on a rota basis. Emergency contact out of hours for Registrar General Licence and urgent death registration.	CV/SS / I
Communication		
C1	Written and verbal communication and presentation skills, adapting style as necessary to meet the requirements of the audience.	CV/SS / I / P
C2	Interpersonal skills with the ability to deal with difficult and sensitive situations.	CV/SS / I
Qualifications		
Q1	Have undertaken or be prepared to undertake the Nationally Accredited Programme for Registration Officers.	CV/SS / I
Q2	Have undertaken or be prepared to undertake Equality & Diversity Training	CV/SS / I

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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