



Person Specification			
Post title	Registration Support Advisor	Grade	E / £26,403 - £28,142 pro rata 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 or customer service environment	CV/SS, I
S2	Experience of presenting and speaking to a large and varied audience	CV/SS, I, P
S3	Interpersonal skills, and the 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, I
S7	Organisational skills, with the ability to plan and prioritise	CV/SS, I
S8	Ability to build good working relationships with colleagues, customers and partners	CV/SS, I
S9	Ability to work flexibly adapt positively to change	CV/SS, I
S10	Ability to work as part of a team, sharing workloads and best practice	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	Communication skills with the ability to communicate effectively to a wide and varied audience	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

May 2025





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.

May 2025

