**Person Specification**

**Job Title: Deputy Registrar Service: Registration Service Role Profile reference: FC3**

**Please note:** You do not need to write anything on your application form about how you meet these strengths. By completing the online assessment your individual strengths have already been matched against them. You only need to write about the ‘essential requirements’.

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| **Strength** | **In this role it is important that an employee** | | | **Core**  **Strength** |
| **Socially confident** (Relationships with people) |  | As comfortable as  most in social situations | Self assured when  meeting new people /  in social situations |  |
| **Caring** (Relationships with people) | Reserves help and  support for particularly serious problems | A balanced  approach to providing sympathy and support. | Sympathetic and  supportive to others |  |
| **Evaluative**  (Thinking style) | Dislikes critically  evaluating, doesn’t focus on potential limitations of work | Will critically  evaluate information when necessary to the task in hand | Critically evaluates  information looking for flaws and limitations |  |
| **Adaptable**  (Thinking style) | Behaves the same  way with everybody | Is as likely as most  to adapt their behaviour to suit the situation | Changes their  behaviour to fit the situation or behaves differently depending on who they are with |  |
| **Detail conscious** (Thinking style) | Can work in an  unstructured manner or remain detached from small details | Able to consider  small details when necessary but may not do this as a matter of course. | Is well organised,  working in a methodical, systematic way |  |
| **Conscientious** | Doesn’t focus too | Takes a pragmatic | Will see tasks |  |

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| (Thinking style) | heavily on  deadlines and can leave some tasks unfinished | approach to  deadlines and the completion of tasks. | through and  complete them within set guidelines |  |
| **Rule following**  (Thinking style) | Likely to be more  comfortable in roles with few rules or procedures | Balances working  with procedures with a pragmatic approach to delivery. | A strong preference  for following rules and regulations, taking care to stick to procedures |  |
| **Vigorous** (Dynamism/ Energies) | Works at a steady  pace, with a constant manageable workload. | Happy balancing  busy workloads with periods of working at a steady pace. | Is comfortable  dealing with high workloads - prefers to be busy |  |
| **Decisive** (Dynamism/ Energies) | Prefers a cautious approach to  making decisions, taking time to reach conclusions | Takes decisions in a considered way,  neither overly slowly or quickly. | Regularly makes fast decisions and  reaches conclusions quickly |  |

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| **Essential Requirements** | |
| **Communicating (verbal)** - Able to share information, obtain  information and have dialogue with others either in person or over the telephone. | **Interview** |
| **Communicating (written)** - Able to share information and obtain  information from others through written communication. | **Application form** |
| Customer Service Excellence – Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations. | **Application form/Interview** |
| Ability to meet the travel requirements of the post. | **Application**  **form/Interview** |
| Team working – be able to work effectively within a busy team  environment, be helpful and co-operative with others | **Application**  **form/Interview** |
| Ability to develop knowledge of legislation and procedure in relation  to Civil Registration matters. | **Application**  **form/interview** |
| Ability to develop a professional ceremony delivery technique and  skills. | **Application**  **form/interview** |
| The ability to work outside of normal working hours to meet the  needs of the service. | **Application**  **form/Interview** |
| Commitment to Equal opportunities | **Application**  **form/Interview** |

**Extra essential requirements**

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| **Flexibility** – an ability to work effectively despite changes in  colleagues, settings and environment as well as changing working hours and working weekends | Application  form/Interview |
| **PC Skills -** Able to effectively use a PC to prepare documents,  record information or input data. | Application  form/Interview |
| **Decision making –** A willingness to take action and to make  decisions in line with support plans, policies and procedures, being resourceful in the face of challenges | Application  form/Interview |
| **Vigour** – Works at a fast pace, copes well with higher  levels of workload. | Application  form/Interview |
| **Listening** - Listens to others to assess requirements in order to  respond appropriately and efficiently. | Application  form/Interview |