**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 asmost in social situations | Self assured whenmeeting new people /in social situations |  |
| **Caring** (Relationships with people) | Reserves help andsupport for particularly serious problems | A balancedapproach to providing sympathy and support. | Sympathetic andsupportive to others |  |
| **Evaluative**(Thinking style) | Dislikes criticallyevaluating, doesn’t focus on potential limitations of work | Will criticallyevaluate information when necessary to the task in hand | Critically evaluatesinformation looking for flaws and limitations |  |
| **Adaptable**(Thinking style) | Behaves the sameway with everybody | Is as likely as mostto adapt their behaviour to suit the situation | Changes theirbehaviour to fit the situation or behaves differently depending on who they are with |  |
| **Detail conscious** (Thinking style) | Can work in anunstructured manner or remain detached from small details | Able to considersmall 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 ondeadlines and can leave some tasks unfinished | approach todeadlines and the completion of tasks. | through andcomplete them within set guidelines |  |
| **Rule following**(Thinking style) | Likely to be morecomfortable in roles with few rules or procedures | Balances workingwith procedures with a pragmatic approach to delivery. | A strong preferencefor following rules and regulations, taking care to stick to procedures |  |
| **Vigorous** (Dynamism/ Energies) | Works at a steadypace, with a constant manageable workload. | Happy balancingbusy workloads with periods of working at a steady pace. | Is comfortabledealing with high workloads - prefers to be busy |  |
| **Decisive** (Dynamism/ Energies) | Prefers a cautious approach tomaking decisions, taking time to reach conclusions | Takes decisions in a considered way,neither overly slowly or quickly. | Regularly makes fast decisions andreaches conclusions quickly |  |

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| **Essential Requirements** |
| **Communicating (verbal)** - Able to share information, obtaininformation and have dialogue with others either in person or over the telephone. | **Interview** |
| **Communicating (written)** - Able to share information and obtaininformation 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 teamenvironment, be helpful and co-operative with others | **Application****form/Interview** |
| Ability to develop knowledge of legislation and procedure in relationto Civil Registration matters. | **Application****form/interview** |
| Ability to develop a professional ceremony delivery technique andskills. | **Application****form/interview** |
| The ability to work outside of normal working hours to meet theneeds 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 incolleagues, settings and environment as well as changing working hours and working weekends | Applicationform/Interview |
| **PC Skills -** Able to effectively use a PC to prepare documents,record information or input data. | Applicationform/Interview |
| **Decision making –** A willingness to take action and to makedecisions in line with support plans, policies and procedures, being resourceful in the face of challenges | Applicationform/Interview |
| **Vigour** – Works at a fast pace, copes well with higherlevels of workload. | Applicationform/Interview |
| **Listening** - Listens to others to assess requirements in order torespond appropriately and efficiently. | Applicationform/Interview |