

Person Specification

Registration Services Assistant – N3

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Excellent customer service skills
- Excellent interpersonal, written and oral communication skills
- Capable of undertaking administrative duties including clerical, financial and numeric tasks accurately with attention to detail.
- Experience in dealing with members of the public face to face and by telephone in a large public/customer service organisation
- Experience of handling cash and credit/debit card payments
- Able to deal with difficult customers and situations
- Able to use Windows, Microsoft Office and web based systems
- Able to demonstrate commitment to team ethos with a flexible approach to work
- Able to demonstrate a commitment to equalities and anti-discriminatory practice

Desirable

- Experience of working in a Register Office

Part B

The following criteria will be further explored at the interview stage:

All points in essential above