



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Registration Support Officer - Casual Pool

GRADE: Band 3

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment		<ul style="list-style-type: none"> 4 GCSE's Grade C or above or equivalent including Maths and English Registrar Generals Certificate of Competence or equivalent registration qualification 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Experience of working as a Clerical Officer Cash accounting and handling experience 	<ul style="list-style-type: none"> Experience of new services including citizenship and partnership ceremonies and non-statutory ceremonies 	<ul style="list-style-type: none"> Application form Interview References Work Based Scenario
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Able to follow and understand current legislation, regulations and procedures relating to the Registration Service Able to register births, still-births, deaths, marriages, civil partnerships and citizenship Excellent written and verbal communication skills, with clear and legible handwriting Able to use IT e.g. Microsoft Office Numeracy skills and able to work with cash on a daily basis 		<ul style="list-style-type: none"> Interview References
Disposition	<ul style="list-style-type: none"> Able to work with others as a member of a team Able to deal with members of the public in a tactful, sympathetic and courteous manner 	<ul style="list-style-type: none"> Able to remain calm when dealing with members of the public 	<ul style="list-style-type: none"> Interview References

	<ul style="list-style-type: none"> • Strong commitment to customer care and the delivery of high quality services • Flexible approach to work • Committed to the principles of equality and diversity 		
Circumstances	<ul style="list-style-type: none"> • Able to meet the travel requirements of the post • Able to attend meetings and other events out of office hours, including working on Saturdays, Sundays and Bank Holidays at venues throughout the Borough • Smartly dressed at all times, but especially when conducting ceremonies • Baseline security clearance 		<ul style="list-style-type: none"> • Application form • Interview • Basic check