

## PERSON SPECIFICATION

**Job Title: Registration Support Officer**

**Directorate & Section/Unit: Registration and Coroner Service**

**Salary Grade: scale 4**

**WCC Management Level:** Frontline staff

### EXPERIENCE:

It is **essential** that the post holder has:

- Significant experience of working in a busy, cross-functional support service
- Significant experience of providing an efficient business support function
- Considerable experience of developing and/or streamlining processes within a role
- Significant experience of working using IT systems, in particular Microsoft Office
- Significant experience of working to deadlines

It is **desirable** that the post holder has:

- Demonstrable experience of working in local government, or large complex organisations

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- A detailed knowledge of the demands of a busy, cross-functional office
- Specialist knowledge of the practices and procedures required for an effective business support function
- An ability to develop processes in the most effective way in order to undertake a wide range of tasks
- Excellent communication skills – both written and oral
- Excellent interpersonal skills
- Excellent Customer Service skills and ability to interact appropriately with internal and external customers
- A detailed knowledge of all software packages within Microsoft Office (Word, Excel, PowerPoint)
- A working knowledge of client data base systems
- The ability to work effectively within a team and with other teams when required
- The ability to work on own initiative, and to question and enquire appropriately
- The ability to prioritise workloads in order to meet deadlines
- The ability to develop, implement and monitor both computerised and manual systems

It is **desirable** that the post holder has:

- A working knowledge of Freedom of Information and Subject Access Requests
- A working knowledge of the services local authorities provide

### QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- NVQ/Diploma Level 2 or an equivalent level of qualification (or equivalent experience)
- Achieved ECDL or is prepared to work towards achieving this

It is **desirable** that the post holder has:

- NVQ/Diploma Level 3 in Business Support (or equivalent, relevant qualification)

## **ADDITIONAL INFORMATION:**

It is **essential** that the post holder has:

- An understanding of, and commitment to equal opportunities

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