

Civil Registry Officer

FF17 Legal, policy and public administration · ISCO-08 3354 · CBS 0612 Government officials · seniority medior · Also known as: Civil Registry Officer, Public Services Clerk

Processes applications for passports, driving licences and extracts, performs marriages and registrations and verifies identity and data in the civil register.

The civil registry officer is the direct point of contact for citizens at the counter for identity documents, relocations and civil status and works closely with the personal records database. Unlike a general customer service employee, they must apply formal statutory procedures and identity checks strictly and without error. Selection in practice fails when friendliness comes at the expense of precision in checking documents, while that precision is the statutory purpose of the role.

Key figures for this profile

26 skills · 7 competencies to measure · 4 knockout skills · centre of gravity: Professional knowledge domains 28%, Cognitive ability and problem solving 22%, Communication and influence 17%

1 Competencies to measure

These are the behavioural and ability constructs in this profile. Each one shows which hrmforce questionnaire measures it.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
integrity and dependability Competency (50-framework): Integrity Knockout	 N4	Big Fifty (Integrity Scale), 360 Feedback, Structured interview	Personality questionnaire	Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
Verbal reasoning	 N4	Ability Scan	Cognitive ability test	Extracts the core arguments from a report of several pages and shows with textual references which conclusion does and does not follow.
Accuracy and attention to detail Competency (50-framework): Accuracy	 N4	Big Fifty, 360 Feedback	Personality questionnaire	Builds check moments into the own process, keeps track of errors and prevents repetition by adjusting the method.
Judgement under uncertainty Competency (50-framework): Judgment	 N3	Big Fifty, Competency Check	Situational Judgement Test	Forms a judgement on incomplete files, names the assumptions used and states which new fact would change that judgement.
organisational awareness Competency (50-framework): Organizational Sensitivity	 N3	Big Fifty, Competency Check, 360 Feedback	Situational Judgement Test	Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.
independence Competency (50-framework): Independence	 N3	Big Fifty, 15PF	Personality questionnaire	Takes a decision that departs from the group line, explains the reasoning behind it and accepts the consequences.
Stress tolerance Competency (50-framework): Stress resilience	 N3	Big Fifty, 15PF, Mental Resilience (4C)	Personality questionnaire	Keeps working in a structured way at peak load, keeps agreements with clients clear and flags early which results are at risk.

2 Full skill profile

Every skill in this profile, sorted by weight. The behavioural anchor under each skill belongs to the target level.

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Critical thinking and source evaluation Detects fallacies and selective evidence in reports and states which conclusion the data do support.	 N4	5	yes	Work sample test	Competency Check, Work sample test
V	Business reporting Builds a report from question to conclusion, separates fact from interpretation and phrases recommendations with a named owner.	 N4	5	yes	Work sample test	Work sample test, Competency Check
G	integrity and dependability Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.	 N4	5	yes	Personality questionnaire	Big Fifty (Integrity Scale), 360 Feedback, Structured interview
V	Public service delivery to citizens Independently handles applications with exceptions, explains the outcome in plain language and monitors the deadlines.	 N4	5	yes	Work sample test	Work sample test, Knowledge test (client-specific)
K	Applying legislation Independently assesses an application with exceptional circumstances, weighs discretionary room and motivates the decision traceably.	 N3	5	no	Knowledge test	Knowledge test (client-specific)

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
A	Verbal reasoning Extracts the core arguments from a report of several pages and shows with textual references which conclusion does and does not follow.	 N4	4	no	Cognitive ability test	Ability Scan
G	Accuracy and attention to detail Builds check moments into the own process, keeps track of errors and prevents repetition by adjusting the method.	 N4	4	no	Personality questionnaire	Big Fifty, 360 Feedback
V	Citizen contact in the public domain Independently explains a rejection to an emotional citizen, stays businesslike and names the options that remain.	 N4	4	no	On-the-job observation	Work sample test, Competency Check
G	Judgement under uncertainty Forms a judgement on incomplete files, names the assumptions used and states which new fact would change that judgement.	 N3	4	no	Situational Judgement Test	Big Fifty, Competency Check
V	Advisory skill Reframes the question behind the question, offers two supported options with consequences and agrees a decision moment.	 N3	4	no	Assessment centre	Competency Check, Structured interview

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Stakeholder management Assesses influence and interest per party, chooses a fitting form of contact and discusses conflicting wishes before a decision is taken.	 N3	4	no	Assessment centre	Competency Check, 360 Feedback
G	organisational awareness Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.	 N3	4	no	Situational Judgement Test	Big Fifty, Competency Check, 360 Feedback
V	Policy development Independently elaborates a policy proposal with options and expected effects and organises consultation of the parties involved.	 N3	4	no	Portfolio or evidence	Portfolio, Competency Check
V	Systems thinking Maps the chain around a bottleneck, points out the feedback loop and predicts the effect of an intervention.	 N3	3	no	Work sample test	Competency Check, Work sample test
V	Editing and plain language Rewrites a formal letter to plain language level B1 and explains to the author which choices were made.	 N3	3	no	Work sample test	Work sample test
G	independence Takes a decision that departs from the group line, explains the reasoning behind it and accepts the consequences.	 N3	3	no	Personality questionnaire	Big Fifty, 15PF

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Professional currency and specialist literature Tracks sources and guidelines structurally, weighs their quality and adapts the own working method to new insights.	 N3	3	no	Portfolio or evidence	Portfolio, Knowledge test (client-specific)
V	Searching and evaluating digital information Combines search terms and filters across several sources, weighs source reliability and justifies the selection made.	 N3	3	no	Work sample test	Ability Scan, Work sample test
K	GDPR and privacy in practice Judges in own processes whether a legal basis exists, applies data minimisation and handles requests from data subjects correctly.	 N3	3	no	Knowledge test	Knowledge test (client-specific)
K	Basic contract law knowledge Assesses contracts on liability, termination and payment and proposes amendments within the own mandate.	 N3	3	no	Knowledge test	Knowledge test (client-specific)
K	Complying with sector regulation Translates changed regulation into the own work instructions and checks whether the records meet the requirements.	 N3	3	no	Knowledge test	Knowledge test (client-specific)

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Public governance decision making Independently prepares a decision with clear options, aligns with the departments involved and anticipates questions from the council.	 N3	3	no	Portfolio or evidence	Portfolio, Competency Check
V	Legal analysis Looks up the applicable statutory article for a simple question and summarises its content in own words.	 N2	3	no	Work sample test	Knowledge test (client-specific), Work sample test
G	Stress tolerance Keeps working in a structured way at peak load, keeps agreements with clients clear and flags early which results are at risk.	 N3	2	no	Personality questionnaire	Big Fifty, 15PF, Mental Resilience (4C)
V	Handling objections and appeals Registers an objection, checks the deadlines and drafts the standard letters to interested parties.	 N2	2	no	Work sample test	Work sample test, Knowledge test (client-specific)
V	Planning own work Builds an own plan with milestones and dependencies, checks progress weekly and revises the plan when actual progress deviates.	 N3	1	no	Work sample test	Competency Check, 360 Feedback

3 Levels per seniority

The same profile with the job family seniority adjustment applied. Target levels are clamped to 1 to 5.

Skill	junior	medior
Critical thinking and source evaluation	N3	N4
Business reporting	N3	N4
integrity and dependability	N3	N4
Public service delivery to citizens	N3	N4
Applying legislation	N2	N3
Verbal reasoning	N3	N4
Accuracy and attention to detail	N3	N4
Citizen contact in the public domain	N3	N4
Judgement under uncertainty	N2	N3
Advisory skill	N2	N3
Stakeholder management	N2	N3
organisational awareness	N2	N3
Policy development	N2	N3
Systems thinking	N2	N3
Editing and plain language	N2	N3
independence	N2	N3
Professional currency and specialist literature	N2	N3
Searching and evaluating digital information	N2	N3
GDPR and privacy in practice	N2	N3
Basic contract law knowledge	N2	N3
Complying with sector regulation	N2	N3
Public governance decision making	N2	N3
Legal analysis	N2	N2

Skill	junior	medior
Stress tolerance	N2	N3
Handling objections and appeals	N1	N2
Planning own work	N2	N3

4 The proficiency scale

Level	Label	Autonomy	Complexity	Scope	Depth of knowledge
N1	Guided	works under supervision and follows instruction	routine, one variable at a time	own task	basic understanding of terminology
N2	Applying	works independently within set frameworks	familiar situations with limited variation	own role	working knowledge, applies standard approach
N3	Proficient	sets own approach and seeks input proactively	several variables, some ambiguity	own team or process	thorough knowledge, weighs alternatives
N4	Advanced	directs others and decides on the approach	complex, with conflicting interests	several teams or a department	in-depth knowledge, advises others
N5	Leading	sets the standard and the policy	strategic, under high uncertainty	organisation, value chain or profession	authority, advances the profession

5 Behavioural anchors per skill

Anchors sit at N1, N3 and N5. N2 and N4 are deliberately not anchored: raters interpolate between them, following the O*NET convention.

Skill	N1	N3	N5
Critical thinking and source evaluation Tests claims for logic, evidence and the interest of the source and thereby distinguishes facts from opinions and assumptions.	Asks what a claim is based on and checks whether the source is named and can be found.	Detects fallacies and selective evidence in reports and states which conclusion the data do support.	Sets the assessment criteria for sources and claims, including for texts made by artificial intelligence, and enforces them organisation wide.
Business reporting Bringing findings, figures and recommendations together in a report that leads the reader to a decision or next step in one reading.	Fills in an existing report template with the correct figures and describes per section what has been done.	Builds a report from question to conclusion, separates fact from interpretation and phrases recommendations with a named owner.	Sets the reporting line for the whole organisation, tests the quality of steering information and accounts for outcomes to board and regulator.

Skill	N1	N3	N5
integrity and dependability Acting in line with applicable standards and agreements, also without supervision, and being transparent about own interests, mistakes and doubtful cases.	Keeps to agreements and rules of conduct made and reports an own mistake to the manager.	Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.	Sets the organisation's integrity standards, enforces them also with influential parties and explains the resulting choices publicly.
Public service delivery to citizens Handles citizens' applications and questions according to law and procedure, explains decisions understandably and keeps an eye on lead time.	Handles standard applications according to the work instruction and refers deviant cases to an experienced case handler.	Independently handles applications with exceptions, explains the outcome in plain language and monitors the deadlines.	Redesigns the service delivery processes for the whole domain and sets standards for lead time and comprehensibility.
Applying legislation Applies laws, decrees and policy rules to individual cases, weighs exceptions and records the reasoning behind the decision.	Applies the fixed decision rules to a standard case and refers doubtful cases to an experienced case handler.	Independently assesses an application with exceptional circumstances, weighs discretionary room and motivates the decision traceably.	Sets policy rules and work instructions for implementation and decides on application questions that set precedent.
Verbal reasoning Understands written and spoken language and draws logical conclusions from it, also when the text is long, dense or ambiguous.	Summarises a short work instruction in own words and points out which word or sentence remains unclear.	Extracts the core arguments from a report of several pages and shows with textual references which conclusion does and does not follow.	Dissects legal or policy texts with conflicting passages, reformulates the central question and substantiates the chosen reading for the whole organisation.
Accuracy and attention to detail Works carefully, checks own work for errors and keeps to agreements about completeness and correctness of data.	Goes through the own work with a checklist and repairs errors found before the work is passed on.	Builds check moments into the own process, keeps track of errors and prevents repetition by adjusting the method.	Sets the standards for completeness and correctness, has samples checked and addresses teams on structural sloppiness.

Skill	N1	N3	N5
Citizen contact in the public domain Holds conversations with citizens about decisions, rights and obligations, listens to their situation and stays businesslike and clear even under emotion.	Answers simple questions at the desk or by phone using the standard answers and refers complex questions on.	Independently explains a rejection to an emotional citizen, stays businesslike and names the options that remain.	Sets the conversation standards for citizen contact, safeguards plain language and coaches staff in difficult conversations.
Judgement under uncertainty Weighs the possible explanations when data are missing or conflicting and reaches a reasoned judgement while stating the remaining uncertainty.	Indicates which data are missing when in doubt and proposes a provisional judgement to the manager.	Forms a judgement on incomplete files, names the assumptions used and states which new fact would change that judgement.	Judges in situations of high uncertainty and opposing interests, accounts for this publicly and revises the judgement on new evidence.
Advisory skill Sharpening the question of a client and delivering a well founded recommendation in a way that the receiver adopts and implements it.	Supplies requested information and explains a standard recommendation following the fixed structure used by the team.	Reframes the question behind the question, offers two supported options with consequences and agrees a decision moment.	Advises the board on issues with conflicting interests, challenges established assumptions and safeguards the quality of advice across the organisation.
Stakeholder management Mapping who has an interest in an initiative and maintaining contact with those parties so that decisions keep their support.	Maintains a list of those involved and informs them about progress according to the agreed rhythm.	Assesses influence and interest per party, chooses a fitting form of contact and discusses conflicting wishes before a decision is taken.	Maintains a network reaching governance and political bodies, connects parties with differing interests and safeguards the position of the organisation.
organisational awareness Recognising how formal and informal relations, interests and decision making work in the organisation and taking these into account in own actions.	Asks who needs to be involved in a topic before a proposal is shared with others.	Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.	Sees through relations between organisational units and external parties and steers decision making by organising support at an early stage.

Skill	N1	N3	N5
Policy development Develops policy through problem analysis, exploration of options, consultation of stakeholders and elaboration into goals, instruments and evaluation.	Collects figures and documents for a policy exploration under guidance and summarises the findings briefly.	Independently elaborates a policy proposal with options and expected effects and organises consultation of the parties involved.	Sets the policy course for a domain, connects parties in the chain and has the effects evaluated systematically.
Systems thinking Describes how parts of a process or organisation influence each other, including feedback, delay and unintended effects.	Names who or what depends on the own task earlier and later in the process.	Maps the chain around a bottleneck, points out the feedback loop and predicts the effect of an intervention.	Models the interplay between departments, market and regulation and shifts the intervention to the point with the greatest leverage.
Editing and plain language Shortening, reordering and rewriting existing texts in plainer language without losing content, nuance or legal meaning.	Removes redundant words and repetitions from a text and corrects spelling according to a given checklist.	Rewrites a formal letter to plain language level B1 and explains to the author which choices were made.	Introduces an organisation wide plain language approach, measures readability of core products and adjusts standards based on user testing.
Independence Forming and maintaining an own position on the basis of own judgement, even when the environment or an authority expects something different.	Forms an own opinion on a familiar issue and compares it with the advice of a colleague.	Takes a decision that departs from the group line, explains the reasoning behind it and accepts the consequences.	Protects own professional judgement against pressure from stakeholders in senior forums and makes dissenting positions traceable and explainable.
Professional currency and specialist literature Follows developments in the own profession through literature, guidelines and networks and works relevant new insights into own practice.	Reads the professional information received and names which part matters for the own work.	Tracks sources and guidelines structurally, weighs their quality and adapts the own working method to new insights.	Assesses the state of the field, weighs conflicting research and determines which guidelines the organisation will follow from now on.

Skill	N1	N3	N5
Searching and evaluating digital information Searches digital information with suitable search strategies, judges source and currency and records where information was found traceably.	Searches with given search terms in the designated sources and reports what was and was not found.	Combines search terms and filters across several sources, weighs source reliability and justifies the selection made.	Develops search and evaluation standards for the profession and trains others in weighing digital sources.
GDPR and privacy in practice Knows privacy legislation requirements for own work, which legal basis and retention period apply and recognises when notification is required.	Processes personal data only according to the applicable work instruction and refers doubtful cases to the privacy officer.	Judges in own processes whether a legal basis exists, applies data minimisation and handles requests from data subjects correctly.	Sets privacy policy, decides on high risk processing operations and represents the organisation towards the supervisory authority.
Basic contract law knowledge Knows the main rules on offer, acceptance, breach of contract and general terms and recognises when legal advice is needed.	Uses the standard agreement of the organisation and refers deviating clauses to a legal adviser.	Assesses contracts on liability, termination and payment and proposes amendments within the own mandate.	Sets the contract templates and legal frameworks of the organisation and decides on deviations with major risk.
Complying with sector regulation Knows the laws, standards and supervisory requirements of the own sector and organises the own work and records accordingly.	Works according to the applicable sector rules and checks which rule applies to a new situation.	Translates changed regulation into the own work instructions and checks whether the records meet the requirements.	Tracks regulation for the whole organisation, drafts policy when requirements change and holds the dialogue with the supervisor.
Public governance decision making Prepares decisions for a board or council with memoranda, options and consultation, taking political, legal and financial frameworks into account.	Drafts a memorandum under guidance in the standard format and collects the annexes the file requires.	Independently prepares a decision with clear options, aligns with the departments involved and anticipates questions from the council.	Determines the governance agenda and the quality requirements for decision making and advises officeholders on politically sensitive files.

Skill	N1	N3	N5
Legal analysis Reduces a case to the legally relevant facts, looks up the applicable rules and case law and arrives at a substantiated position.	Looks up the applicable statutory article for a simple question and summarises its content in own words.	Independently analyses a case with conflicting interests, weighs the case law and advises in writing on the line to take.	Determines the organisation's legal line on matters of principle and shares knowledge of the field of law with the profession.
Stress tolerance Keeps delivering work of the same quality under time pressure, opposition or unexpected turns and maintains a businesslike tone with others.	Keeps working on the current task as pressure rises and asks the supervisor which task can wait.	Keeps working in a structured way at peak load, keeps agreements with clients clear and flags early which results are at risk.	Keeps the organisation workable in crises, takes decisions under high uncertainty and sets the standard for composed action under pressure.
Handling objections and appeals Handles objections and appeals, hears interested parties, reviews the contested decision and drafts a reasoned ruling.	Registers an objection, checks the deadlines and drafts the standard letters to interested parties.	Independently chairs a hearing, weighs the grounds put forward and writes a ruling a court can follow.	Designs the organisation's objection procedure, analyses rulings and steers towards fewer upheld objections.
Planning own work Translates own work into a plan with steps, interim results and lead times, and tracks progress against that plan throughout the period.	Fills in a pre structured weekly schedule and discusses with the supervisor which step to take first.	Builds an own plan with milestones and dependencies, checks progress weekly and revises the plan when actual progress deviates.	Introduces planning methods that are adopted across the discipline and decides how capacity is distributed over multi year work streams.

6 Assessment methods and validity

The validities are the corrected meta-analytic estimates from Sackett, Zhang, Berry and Lievens (2022) in the Journal of Applied Psychology, which replace the older Schmidt and Hunter (1998) figures. The spread matters as much as the mean: with a high SD, validity varies strongly by context.

Assessment method	rho	SD	What it is
Work sample test	0.33	0.09	The candidate performs a representative work sample under standardised conditions.
Personality questionnaire	0.40	0.15	Self-report of behavioural preferences. At hrnforce the Big Fifty and the 15PF.
Knowledge test	0.40	0.13	Test of declarative job knowledge, usually assembled per client.
Cognitive ability test	0.41	0.14	Standardised test of verbal, numerical or abstract reasoning.
On-the-job observation	-	-	Structured workplace observation with a form based on behavioural anchors.
Situational Judgement Test	0.12	0.11	Scenario with response options, scored on knowledge or behavioural tendency.
Assessment centre	0.29	0.09	Multiple exercises, multiple assessors, dimension-wise scoring.
Portfolio or evidence	-	-	A collection of prior work or results, assessed against fixed criteria.

7 Assessment instruments for this job

hrnforce instrument	Skills	What it measures
Competency Check	11	Behavioral-Level Competency Assessment
Work sample test	9	Representative work sample under standardized conditions
Knowledge test (client-specific)	8	Professional knowledge test, customized for each client
360 Feedback	5	Multiple assessments based on behavioral anchors
Big Fifty	5	Personality questionnaire, 150 items, 25 factors
Portfolio	3	Evaluation of prior work against fixed criteria
Structured interview	2	Behavioral interview with a fixed structure
Ability Scan	2	Aptitude Test: Verbal, Numerical, and Abstract Reasoning Skills

hrmforce instrument	Skills	What it measures
15PF	2	Personality Profile, a shorter alternative to the Big Fifty
Big Fifty (Integrity Scale)	1	
Mental Resilience (4C)	1	Mental Resilience According to the 4C Model

8 How to use this profile

1. Agree the profile with the hiring manager before the first candidate is measured. Weights shifted afterwards make the outcome indefensible.
2. Choose the assessment method per skill from the Assessment method column. Combine at most three methods per candidate.
3. Calibrate the assessors in a two-hour session using the anchors in chapter 5. Anchors without rater training deliver little.
4. Fill in the match calculator and discuss the gaps in the development conversation. Type A and type G are selection criteria, not one-quarter development goals.

Source: hrmforce Skills Framework 2.0, version 2.0.0, built 2026-09-08. Crosswalks to ESCO v1.2.1, O*NET 31.0, Lightcast Open Skills, SFIA 9, DigComp 3.0, EntreComp, LifeComp, GreenComp, Allit, WEF Future of Jobs 2025, ISCO-08 and the Dutch CBS occupational classification BRC 2014 edition 2025. This profile is a starting point, not a standard: align it with your own organisation before selecting on it.