

Person Specification

JOB TITLE:	Chapel Technician – Part Time.	POST NO:	8003
SCALE:	Grade 5 – Pro-Rata	DEPARTMENT:	Resources
DIVISION:	Customer Services	DIRECTOR:	Marion Kelly
DATE:	26 February 2018	COMPLETED BY:	Danny Corr

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> The ability to demonstrate an understanding of good customer care (A/I). Knowledge of Health and Safety legislation, guidelines, COSHH, etc. (A/I). 	<ul style="list-style-type: none"> Knowledge of crematorium and cremation practices (A/I).
SKILLS & ABILITIES	<ul style="list-style-type: none"> The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the role. The ability to work as part of a team (A/I). Effective written and oral communication skills (A/I). Computer and keyboard skills (A/I). Ability to maintain accurate records (A/I). 	<ul style="list-style-type: none"> The ability to operate a range of machinery (A/I). General DIY skills (A/I).
EXPERIENCE	<ul style="list-style-type: none"> Experience of dealing with the public and external organisations on the telephone or in person in a professional and sensitive manner (A/I). 	<ul style="list-style-type: none"> Experience of cleaning a public building to a high standard (A/I). Experience of working in a crematorium environment (A/I).
QUALIFICATIONS		
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Ability to work flexible hours, including the weekend rota (A/I). 	
EQUALITY	<ul style="list-style-type: none"> Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities (A/I). 	
CUSTOMER CARE	<ul style="list-style-type: none"> Knowledge and understanding of effective customer care (A/I). 	