

Person Specification

JOB TITLE: P/T Bereavement Officer - Crematorium

POST NO:

SCALE: Grade 6

DEPARTMENT: Resources

DIVISION: Customer Services

DIRECTOR: Peter Carpenter

DATE:

COMPLETED BY: Teena Wright

[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). 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> An ability to work as part of a team with a flexible approach (A/I). Experience of computers and keyboard skills (A/I). Effective written and oral communication skills (A/I). Ability to maintain accurate records (A/I). 	<ul style="list-style-type: none"> Familiar with Microsoft Word and Excel (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). 	
QUALIFICATIONS		
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Ability to work flexible hours (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). 	