

Person Specification

JOB TITLE:	Cemeteries and Crematorium Technician	POST NO:	
SCALE:	Grade 5	DEPARTMENT:	Resources
DIVISION:	Customer Services	DIRECTOR:	Peter Carpenter
DATE:	7 July	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"> • Knowledge of Health and Safety in the work place and in particular manual handling (A/I). • Knowledge of amenity horticulture procedures and practices (A/I) • The ability to demonstrate an understanding of good customer care (A/I). 	<ul style="list-style-type: none"> • Knowledge of cemetery, burial and funeral practices (A/I). • Knowledge of cemetery memorial fixing/erection techniques (A/I).
SKILLS & ABILITIES	<ul style="list-style-type: none"> • The ability to work as part of a team (A/I). • Effective written and oral communication skills (A/I). • Ability to maintain accurate records (A/I). • Ability to lift, using correct manual handling techniques, memorials or sections of memorials and testing equipment (A/I). • The ability to operate a range of amenity horticulture machinery (A/I) 	<ul style="list-style-type: none"> • Computer and keyboard skills (A/I).
EXPERIENCE	<ul style="list-style-type: none"> • Experience of dealing with the public (A/I). • Experience of working out of doors in all weather conditions (A/I). • Experience of working in an amenity horticulture environment (A/I) 	<ul style="list-style-type: none"> • Experience of working in a cemetery environment (A/I). • Experience of installing and repairing memorials (A/I).
QUALIFICATIONS	<ul style="list-style-type: none"> • A willingness to attend and pass NAMM courses on memorial testing and re-fixing within 6 months of appointment (A/I). 	<ul style="list-style-type: none"> • NVQ, or equivalent, in monumental masonry (A/I).
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Ability to work flexible hours (A/I). • Clean full driving licence and own car. 	

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).	